

Gartner Symposium/ITxpo Registration and Hotel Accommodations:

How do I register for the event?

Please visit [Symposium/ITxpo Registration](#) or contact [Gartner Global Events](#) at 1.866.405.2511. If you are an Executive Programs member please contact your service delivery associate to register.

When can I make my hotel reservation?

General attendee reservations open on **Monday, May 21, at 2:00 p.m. EDT.**

How do I make a reservation?

Please log back into your event registration in your [gartner.com](#) account and select "Book Hotel." For more detailed instructions about how to make a reservation please visit our [Booking Guide](#). Alternatively, you can contact [Gartner Global Events](#) at 1.866.405.2511. Please note that you must be registered for the event to make a reservation.

Can I call the hotel directly to book my hotel reservation?

Reservations cannot be made directly with the hotel. Calls to the hotels will be redirected to Gartner Global Events.

I was registered by someone else, how do I make a hotel reservation?

You will need to log into your event registration in your [gartner.com](#) account and select "Book Hotel." From there you will be able to enter your dates and choose from a list of available hotels. For more detailed instructions about how to make a reservation please visit our [Booking Guide](#).

What do I do if I am having trouble logging into the registration system?

Please follow the links and instructions on the login page for assistance. Resetting your credentials can be done [online](#).

Will there be special rates offered by hotels in Orlando?

The official [Gartner Symposium/ITxpo 2018 hotels](#) offer special discounted rates for registered attendees. Additional charges such as taxes, multiple occupancy fees and resort fees vary by hotel and are not included in the room rates.

Do you require a minimum night stay at certain hotels?

There is a mandatory **3 night minimum** stay at the following hotels:

Disney's Animal Kingdom Lodge
Disney's Beach Club Resort
Disney's Boardwalk Resort
Disney's Contemporary Resort
Disney's Coronado Springs Resort
Disney's Caribbean Beach Resort
Disney's Grand Floridian Resort
Disney's Polynesian Resort
Disney's Wilderness Lodge
Disney's Yacht Club Resort

Courtyard by Marriott, Marriott Villages
Fairfield Inn & Suites, Marriott Villages
Springhill Suites, Marriott Villages
Hilton Orlando Bonnet Creek
Hilton Orlando Buena Vista Palace & Spa
Hilton Orlando Lake Buena Vista
Hyatt Regency Grand Cypress
Wyndham Grand Orlando Resort Bonnet Creek
Waldorf Astoria Orlando

All reservations made at the Walt Disney World Swan and Dolphin Resort require a **4 night minimum** stay.

What if I need to change my hotel reservation?

You can edit your hotel reservation by going back into your event registration in your gartner.com account and selecting "Edit Reservation." You can also contact [Gartner Global Events](http://gartner.com/global-events) at 1.866.405.2511 for assistance. Changes made after 5:00 p.m. EDT on September 6 must be done directly with the hotel.

What is the hotel cancellation policy?

Between May 2 and September 6 you are able to cancel your hotel reservation without penalty as long as it is cancelled within 3 business days of making the reservation. Reservations cancelled after the 3 business days will be charged a non-refundable penalty equal to 1 night's stay plus tax.

Cancellations made after **5:00 p.m. EDT on September 6** will be charged the full minimum night stay (3 or 4 nights), which is non-refundable.

Up until 5:00 p.m. EDT on September 6 if you cancel your registration for Gartner Symposium/ITxpo 2018 your hotel reservation will automatically be cancelled. If you cancel your registration after 5:00 p.m. EDT on September 6 you will need to contact the hotel directly to cancel your hotel reservation. Please note that the cancellation will be subject to the cancellation policy stated above.

Also note that GSA rated rooms are subject to the same terms and conditions listed above.

After 5:00 p.m. EDT on 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.

I received a phone call from someone saying they can offer me a room at a lower rate or at a different hotel. Is this a scam?

Gartner as a rule will always contact attendees directly about administration of their Event experience. Gartner Events always provide notice to Attendees and Sponsors when we will be using a third party provider like GPJ (George P. Johnson) as part of the Event administration. As such, it is good practice to assume that any third party provider that contacts you about a Gartner event is a scam. Please note that many of our exhibitors and delegates have been contacted by an organization claiming to be affiliated with Gartner called Exhibitors Housing Management. This is a scam as Gartner is not in any way affiliated with EHM. If you have a contract to exhibit at or attend a Gartner Event and you receive an email from a third party provider claiming to be contacting you on behalf of Gartner, please contact your Gartner Account Representative before responding.

Are rooms available at a government rate for Public Sector attendees?

We have rooms available at the current GSA per diem rate at many of our hotels. The room rates are quoted at the current GSA rate and are subject to change if and when the GSA rates are adjusted by the government for 2018. Reservations made at the GSA per diem rate are subject to review and will require you to present official identification of U.S. public sector status at the time of check in.

If the public sector rate is no longer available, public sector attendees are also able to book at the commercial rate. Please note that if you book at the commercial rate it cannot be adjusted regardless of your public sector status.

Please also note that the public sector rooms at the Swan, Dolphin, Yacht & Beach and Boardwalk hotels are available exclusively to ExP Primary Members, Team Leaders and Bring Your Boss participants.

Do I qualify for the GSA rate?

GSA qualifications are subject to the individual hotels' policies. With the exception of the Marriott Villages hotels, all of the Symposium/ITXpo affiliated hotels require that guests be from an organization within the United States federal government, military, and state or local governments, this does not include contractors working with/for the public sector. Additionally, higher education and K-12 organizations that are funded by the government (public school systems) qualify for these rates. Private education organizations do not qualify, nor do non-profit organizations (.orgs). The Marriott Villages (Courtyard, SpringHill and Fairfield Inn) will honor the GSA rate to members of the public sector from both inside and outside the United States.

All reservations made at the GSA per diem rate are subject to review and will require you to present official identification of public sector status at the time of check in. GSA rated rooms are also subject to the same cancellation terms and penalties stated above.

Can I pay for my Public Sector hotel reservation upon arrival?

Attendees who have booked a GSA rated room will not be charged until check in.

Can I book more than 1 reservation?

Only one hotel reservation per registered attendee is permitted. In order to provide an enhanced booking process for our registered clients multiple reservations and/or "Place Holder" reservations will not be allowed. However, if you are part of a registered team looking to stay together, please contact [Gartner Global Events](#) at 1.866.405.2511.

Why do I only see certain hotels available?

The hotels you see are based on the dates you selected and availability at the time of your booking. Please note that the Swan, Dolphin, Yacht & Beach and Boardwalk hotels are available exclusively to Executive Programs attendees only. Additionally, the public sector rooms at the Swan, Dolphin, Yacht & Beach and Boardwalk hotels are available exclusively to ExP Primary Members, Team Leaders and Bring Your Boss participants.

How do I get to the event if I am at one of the offsite properties?

We offer transportation from the official [Gartner Symposium/ITXpo 2018 hotels](#). Shuttles will run every 10-20 minutes throughout the event hours. On the evening of the Special Event the shuttles will return to the hotels on each of the bus routes as well as the ESPN Wide World of Sports Touchdown parking lot.

What if I am driving in for the conference or if I want to stay at a hotel that is not listed as an official Gartner Symposium/ITXpo hotel?

We do offer a shuttle from the ESPN Wide World of Sports Touchdown parking lot. You may drive your car and park here, and we will provide shuttle service to the Dolphin Hotel. Shuttles will run every 10-20 minutes throughout the event hours. On the evening of the Special Event the shuttles will return back to this lot as well. Please note there is no parking at the onsite hotels for the symposium.

Who do I contact if I have a question?

For assistance booking reservations please contact [Gartner Global Events](#) at 1.866.405.2511.