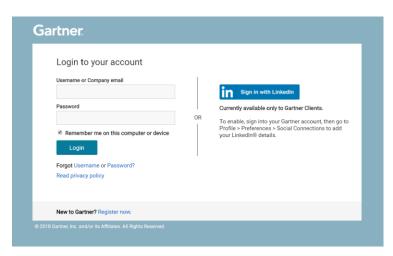
HOW TO BOOK YOUR HOTEL RESERVATION:

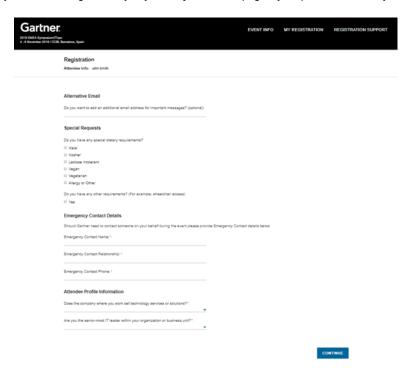
The guide below outlines how to book your hotel reservation for the Barcelona Symposium/ITxpo 2018. Please remember that only registered attendees are able to make a hotel reservation. If you require further assistance, please contact <u>Gartner Global Events</u> at +44 20 3868 5238.

1. Log into your Gartner event registration profile in your Gartner.com account.

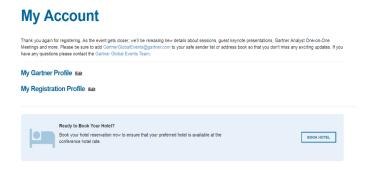


2. If you have not completed your profile, you may be asked to answer a few brief questions before you reach the "My Account" page and can make your hotel reservation.

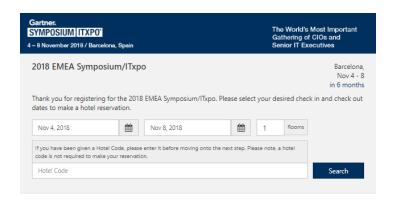
Please note that you will be brought directly to your "My Account" page if your profile has already been completed.



3. On the "My Account" page, select "Book Hotel" in the blue box.

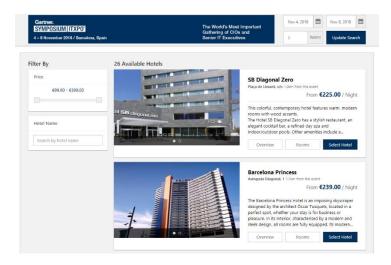


4. Select your check-in and check-out dates and click "Search." Please note that hotel codes are not required to reserve a room, however if you have been provided a code please type it in and click "Search."

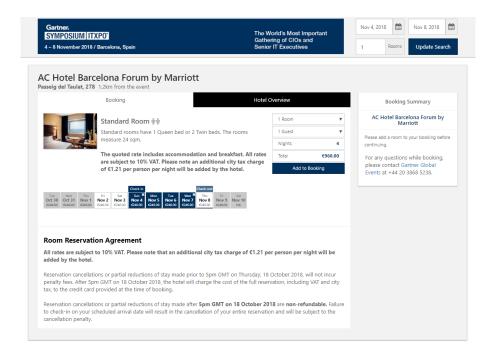


5. Once you have entered your dates, a listing of all available hotels will display on the next screen. Please note that you have the option to filter by price and/or hotel name in the left column. To see more information about a specific property or to make your selection click "Select Hotel."

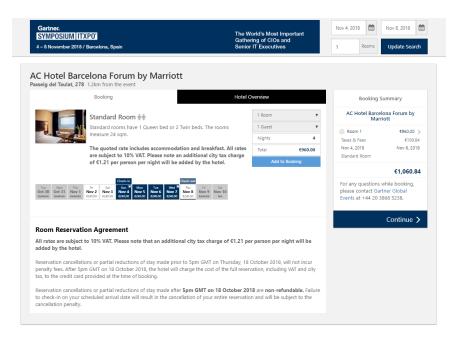
Please note that the rate displayed on the page will be the lowest available rate at each property. To see all of the rates available at a property, select the "Rooms" tab.



6. 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.



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



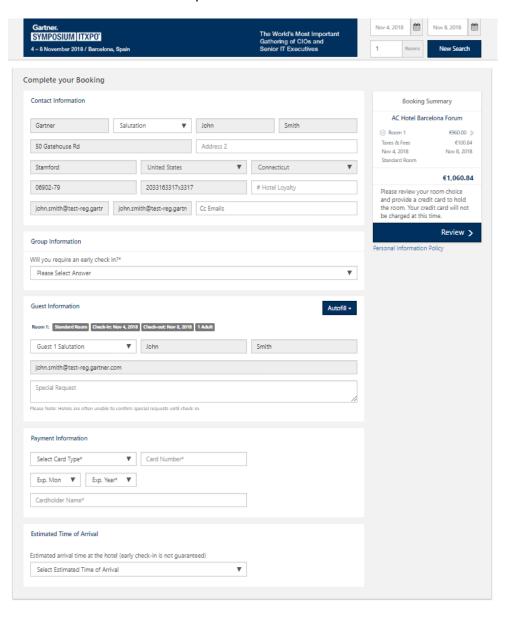
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4 - 8 November 2018 / Barcelona, Spain

8. 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.

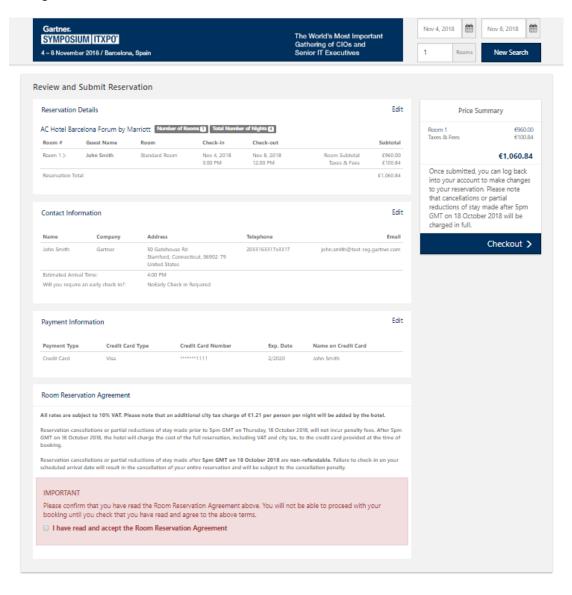
Please note: Credit cards are not charged at this time. After 5pm GMT on 18 October, the hotel will charge the cost of the full reservation, including VAT and city tax, to the credit card provided at the time of booking. You will need to show your credit card at check-in. Failure to check-in on your scheduled arrival date will result in the cancellation of your entire reservation and will be subject to the cancellation penalty. 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."

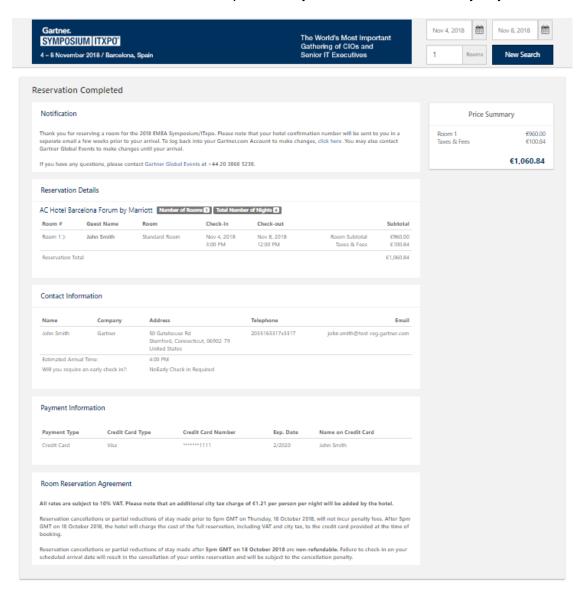


9. Review the reservation details and check the box confirming that you have read and accept the booking terms. Click "Checkout."

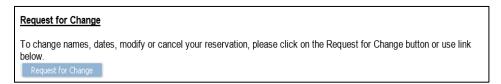
Once the reservation is submitted a confirmation will be sent via email. This email will outline the complete reservation details as well as the cancellation policy and cut-off dates should any changes need to be made.



10. 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 you can either log into your <u>Gartner</u> <u>event registration profile</u> in your Gartner.com 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 +44 20 3868 5238 for assistance.