

Gartner Symposium/ITxpo Hotel Accommodation:

How do I register for the event?

Please visit [Symposium/ITxpo Registration](#) or contact [Gartner Global Events](#) at +44 20 3868 5238. If you are an Executive Programs member, please contact your service delivery associate to register.

When can I make my hotel reservation?

Executive Programs attendees have a priority booking window that begins on **23 May at 12pm (noon) GMT**. General attendee reservations open on **30 May at 12pm (noon) GMT**.

How do I make a reservation?

Please log into your [Gartner event registration profile](#) 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 +44 20 3868 5238. 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 [Gartner event registration profile](#) 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 reference our [Booking Guide](#).

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

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

Will there be special rates offered by hotels in Barcelona?

The official [Gartner Symposium/ITxpo 2018 hotels](#) offer special discounted rates for registered attendees. Hotel rates are subject to 10% VAT. An additional city tax charge of €1.21 per person per night will be added by the hotel.

What if I need to change my hotel reservation?

You can edit your hotel reservation by logging into your [Gartner event registration profile](#) in your Gartner.com account and selecting "Edit Reservation." You can also contact [Gartner Global Events](#) at +44 20 3868 5238 for assistance.

What is the hotel cancellation policy?

Should you need to change or cancel your hotel reservation, you can do so by logging into your [Gartner event registration profile](#) in your Gartner.com account or by contacting [Gartner Global Events](#) at +44 20 3868 5238.

Reservation cancellations or partial reductions of stay made prior to 5pm GMT on Thursday, 18 October 2018, will not incur penalty fees. After 5pm GMT on 18 October 2018, 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. Rates are subject to 10% VAT, and an additional city tax charge of €1.21 per person per night will be added by the hotel. Reservation cancellations or partial reductions of stay made after 5pm GMT on 18 October 2018 are non-refundable. 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.

Please note that if you cancel your registration for the Barcelona Symposium/ITxpo 2018, your hotel reservation will automatically be cancelled and subject to the cancellation policy stated above.

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.

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 +44 20 3868 5238.

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 AC Hotel Barcelona Forum, Barcelona Princess, Hilton Diagonal Mar Barcelona and SB Diagonal Zero are available exclusively to Executive Programs attendees.

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

We offer transportation from/to 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, shuttles will return to the hotels on each of the shuttle routes.

Who do I contact if I have a question?

For assistance booking reservations, please contact [Gartner Global Events](#) at +44 20 3868 5238.