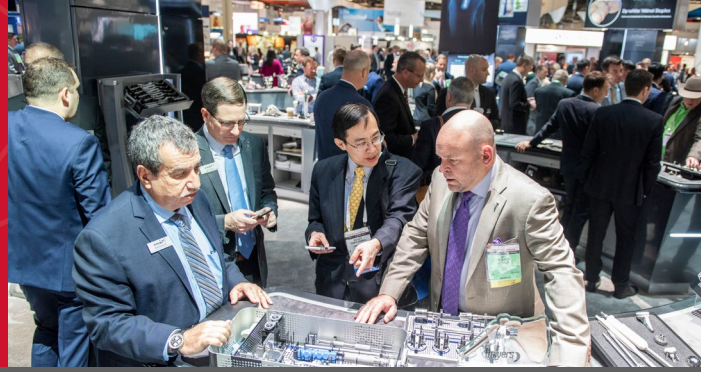


AAOS 2020 Housing Rules and Regulations



EXHIBITORS WITH BOOTH SPACE 100 SQ. FT TO 1,500 SQ. FT.

AAOS HOUSING POLICY

Exhibitors must obtain sleeping rooms through AAOS's housing bureau, MCI, USA. Exhibitors or their agents may not negotiate blocks of rooms directly with hotels in the Orlando area. If such a violation should occur, the company will lose 25% of their accrued priority points for exhibit space assignments for AAOS 2021.

AAOS has contracted over 14,000 hotel rooms in Orlando for the AAOS 2020. The ratio of physician to exhibitor sleeping rooms is in proportion to the number who attended the AAOS 2019 Annual Meeting.

AAOS HOUSING BUREAU

AAOS has designated **MCI, USA as the ONLY official housing vendor for AAOS 2020**. If you are contacted by other third-party housing vendors (other than MCI, USA) offering housing assistance, these companies are not authorized to represent AAOS, nor do they have access to official AAOS room blocks or rates in Orlando. These unauthorized third-party companies often make attractive claims and don't deliver on their promises. For instance, you risk the following:

- Reservations being non-existent upon check-in
- Limited flexibility - difficulty making substitutions and/or changing arrival and departure date
- Possible hidden costs
- Hotels are not conveniently located
- Hefty cancellation fees
- Reservations are not protected by AAOS nor is AAOS or MCI, USA able to provide assistance if an issue occurs

In addition, these third-party companies' practices make it more difficult for AAOS to meet contracted room block commitments which exposes AAOS to penalties and increased room rates for future annual meetings.

MCI, USA

6100 West Plano Parkway Suite 3500
Plano, TX 75093
Hours: 8:00 AM – 5:30 PM CT
Phone: 1-800-931-6027 (Canada & US)
1-972-349-5559 (International)
Fax: 1-972-349-7715
Email: aaoste@mcievents.com

EXHIBITOR HOUSING PROCEDURES

MCI, USA, AAOS's official housing bureau, will email exhibitors the details regarding the online process one week prior to the Tier 2 & 3 housing opening. Exhibitor housing will open for Tier 2 and 3 as follows:

July 30, 2019 at 11:00 AM CST

Tier 2 - Online housing opens for exhibitors with allotment of 13 or more rooms (booth size 400 sq. ft. to 1500 sq. ft.).

August 20, 2019 at 11:00 AM CST

Tier 3 - Online housing opens for exhibitors with allotment of 12 or less rooms (booth size 300 sq. ft. or less).

NEW SLEEPING ROOM ALLOTMENTS

For AAOS 2020, AAOS has increased each exhibitor's sleeping room allocations from a maximum of three (3) rooms to four (4) rooms per 100 net sq. ft. of booth space. Out of this allotment, exhibitors will be able to secure their sleeping rooms in properties designated by AAOS as follows:

Area A – 50% Area B – 50%

Exhibitors may choose to reserve all their sleeping rooms in Area B hotels. Requests for additional rooms over the four rooms per each 100 net sq. ft. of booth space will be assigned after **October 9, 2019** based on availability.

DETERMINING ROOM BLOCK

Exhibitors should use the following nightly flow as a guide in determining their room block pattern for 2020. For example, if you require 20 rooms on Wednesday, March 25, 2020, you should block no more than 1 room (1% of 20) on the prior Thursday, March 19, 2020. See example below.

DAY	WED	THU	FRI	SAT	SUN	MON	TUES	WED	THU	FRI	SAT
DATE	3/18	3/19	3/20	3/21	3/22	3/23	3/24	3/25	3/26	3/27	3/28
%	1%	1%	1%	1%	7%	34%	94%	100%	96%	55%	9%
# of RMS	1	1	1	1	2	7	19	20	19	11	2

**Exhibitors will not be allowed to straight block.*

ADDITIONAL ROOMS

Requests for additional rooms over an exhibitor's allotment can be requested by emailing MCI, USA at aaoste@mcievents.com. Requests will be assigned after **Monday, October 9, 2019**, based upon availability.

MANAGING YOUR ROOM BLOCK

Room blocks can be managed online by logging into the [Exhibitor Console](#) and selecting the housing link. This will allow you to change arrival/departure patterns, name assignments, and add or delete people from your room block based on availability. On **February 28, 2020**, MCI, USA will begin preparing the rooming lists to send to the hotels. All modifications to existing reservations can be managed directly with the hotel starting **March 9, 2020** through the close of AAOS 2020.

If an exhibitor does not remember their password, please use the "Forgot your password?" feature. To retrieve the password, an exhibitor must provide the company's primary contact email address on file. Contact AAOS at exhibits@aaos.org if there are issues retrieving a company's login credentials.

ROOMING LIST DUE DATE - EXHIBITORS WITH 13 ROOMS OR MORE

Rooming list are due to MCI, USA by **January 7, 2020 at 5:00 PM CST**. This rooming list must specify first and last names, arrival and departure dates, and type of room requested. The rooming list must be entered online or uploaded using the Microsoft Excel template provided by MCI, USA. Rooming lists that are not in the proper Microsoft Excel format will not be accepted.

RELEASE DATE FOR GROUP'S ROOMS

Any remaining rooms from an exhibitor's room block that have not been assigned a name and arrival/departure date will be released on **January 7, 2020 at 5:01 PM CST**. This release of rooms does not relieve a Tier 1 exhibitor's commitment to meet the 90% of the total room night allocation contracted.

HOSPITALITY SUITE ASSIGNMENTS

Requests for suites will be assigned on a first-come, first-serve basis. Contact MCI, USA regarding suite requests. Suites will be counted as follows:

- 1 Bedroom Suite = 2 sleeping rooms
- 2 Bedroom Suite = 3 sleeping rooms

DEPOSITS

A deposit of one night's room charge and tax is required for each room reservation. Requests will not be processed without a deposit. Deposits can be made by credit card, or for groups with 50 or more rooms, by check.

Payments by Check:

- Contact MCI, USA for an invoice.
- Checks must be received within 3 weeks of the invoice date and no later than **January 7, 2020**.
- After **January 7, 2020**, any additional room requests/deposits must be paid by credit card.

Payments by Credit Card:

- Deposits will be charged to credit cards beginning **January 7, 2020**.
- For reservations made online, a different credit card may be used for each room reserved.
- For all reservations made on and before **February 20, 2020 at 5:00 PM CST**, MCI, USA will charge a deposit of one night's room charge but will NOT transmit your credit card information to the hotel(s).
- For reservations received on and after **February 20, 2020, at 5:01 PM CST**, the credit card information will be sent to the hotel and a deposit will be charged by the hotel. Deposit amounts charged may vary among hotels.

Master Accounts: To establish a master account billing for room charges, contact the Hotel Credit Manager after **March 9, 2020**. Deposits cannot be charged to master accounts. All deposits are non-refundable after **5:00 PM CST on January 7, 2020**.

EARLY CHECKOUT FEE

Contact the hotel directly for their policy and fees. Guests who depart early may be charged an early checkout fee. If your travel plans change, please notify MCI, USA and the hotel to avoid additional fees.

CHANGES AND CANCELLATIONS

- MCI, USA will accept cancellations and replacements until **February 27, 2020 at 5:00 PM CST**; deposits are nonrefundable for cancellations made after **January 7, 2020, 5:00 PM CST**.
- Starting **March 9, 2020**, contact the hotel directly to make changes. However, deposits are nonrefundable.
- Failure to check-in at the hotel on the scheduled arrival date will result in forfeiture of the reservation and hotel deposit.

LIABILITY

In previous years, many rooms held for exhibitors/groups went unused. Hotels are now penalizing companies like AAOS for not using all the sleeping rooms contracted. To reduce this expense and ensure that rooms are properly utilized, AAOS requires all exhibitors to adhere to the established deadlines and be financially responsible for rooms that are set aside for their use.

Cancellations made after **January 7, 2020 at 5:00 PM CST** will forfeit their deposit of one night's room charge and tax for each room cancelled.

****HOUSING WARNING****

AAOS has designated **MCI, USA as the ONLY official housing vendor for the AAOS 2020**. If you are contacted by other third-party housing vendors (other than MCI, USA) offering housing assistance, these companies are not authorized to represent AAOS, nor do they have access to official AAOS room blocks or rates in Orlando.

HOUSING FOR INTERNATIONAL EXHIBITORS AND MEDICAL ATTENDEES

IGD EXHIBITORS: partner of MCI USA, provide ConServices®.

ConServices® offers exhibitors a la carte housing and concierge services. Multilingual travel experts are dedicated to Exhibitors from online to onsite and provide exceptional individualized customer assistance for housing, travel, ground services, special events, and registration needs. Friendly housing policies with low rates and secure processing offer simpler payment while ensuring an exceptional worry-free experience.

To reserve your AAOS International Group Housing and learn more about all-inclusive options, please visit www.aaos-igd.com. For any questions, please email IGD at exhibitors@aaos-igd.com.

Important Dates

Starting June 24, 2019	Tiers 1 Exhibitors with the largest room blocks will be notified via email from MCI, USA to secure their housing block (booth size larger than 1501 sq. ft.)
July 30, 2019 11:00 AM CST	Tier 2 housing opens for exhibitors with allotment of 13 or more rooms (booth size 400 – 1500 sq. ft.)
August 20, 2019 11:00 AM CST	Tier 3 housing opens for exhibitors with allotment of 12 or less rooms (booth size 300 sq. ft. or less)
Starting October 9, 2019	Requests for additional rooms will be assigned based on availability.
Prior to November 21, 2019 at 5:00 PM CST	Exhibitors may adjust their total room nights reserved without any penalty.
Beginning November 21, 2019 at 5:01 PM CST	Tier 1 exhibitors will be financially responsible for using and paying for 90% of the final room night allocation contracted per hotel (not reservations).
January 7, 2020	Last date to enter names to rooms. Rooms without names will be dropped from an exhibitor's block at 5:01 PM CST. This release of rooms does not relieve a Tier 1 exhibitor of their financial commitment to meet the 90% of the total room night allocation contracted per hotel.
February 27, 2020	MCI, USA will accept cancellations and replacements until February 27, 2020 at 5:00 PM CST.
March 9, 2020	Contact hotels directly to make changes.
March 29, 2020	Total room nights used will be calculated and if at least 90% of the total room night allocation contracted per hotel is not met, the Tier 1 exhibitor will be billed the difference.