

# **FREQUENTLY ASKED HOUSING QUESTIONS**

## **I called my hotel - they have no record of my reservation.**

Your reservation details are not transferred to the hotel's system until (4) four weeks prior to the meeting. Until that time contact the Housing Bureau to manage your reservation. Starting February 25<sup>th</sup>, you may contact the hotel directly.

## **How do I contact the AAOS Housing Bureau (MCI USA)?**

Call 1-800.931.6026 or 1.972.349-5558 (International) or [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com) to reach a reservations specialist.

## **Do I have to use a credit card to book a reservation? Is your reservations process secure?**

Yes, we normally ask for a credit card to confirm and/or guarantee a reservation. All information provided to MCI USA is relayed over a secure server. The information you provide will not be used, sold or rented in any way. A first night's stay plus tax is required to reserve a room.

## **How do I book two rooms with one reservation?**

Contact a reservations specialist at 1-800.931.6026 or 1.972.349-5558 (International)

## **May I request the exact location of my room (preferred floor, next to pool, etc.)?**

You may enter your preferences under the "Special Request" option while making your reservation and the hotel staff will do whatever is possible to meet your needs. MCI cannot guarantee "Special Requests" since many times these depend on the level of hotel occupancy at the check in date. This includes but not limited to smoking vs non-smoking rooms.

## **Is there a waiting list for sold out hotels?**

No. If a hotel is sold out, you will not be able to make a reservation or place your name on any kind of waiting list.

## **How do I modify my hotel reservation?**

Reservations can be modified by using the "Modify" link at the bottom of your confirmation, by sending an email to [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com), or by calling 1-800.931.6026 or 1.972.349-5558 (International). Our customer service representatives will help you find alternative room types, dates, or hotels to ensure your stay will match your updated needs.

## **My booking attempt failed. What if I keep receiving an error message when I check availability?**

Error messages may be related to your PC or online access. If you encounter a problem that appears to be related to our site, contact us at [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com) or call 800.931.6026 for further assistance.

## **Why is it important for me to stay at an AAOS hotel?**

Staying in official hotel rooms helps AAOS negotiate reduced rates for meeting room rentals, food & beverage discounts and many other services/fees you or your organization would pay if you were not associated with the Annual Meeting.

## **Will I get the same rates, service and availability on the Internet as I would if I booked my room through AAOS Housing?**

No, the AAOS housing bureau (MCI USA) takes the hassle out of searching for a room by providing the best hotels at the lowest price available over the AAOS annual meeting dates. If the hotel oversells, rooms booked outside of the AAOS block are the first to be relocated to another hotel, usually further away. AAOS provides complimentary shuttle transportation to/from the convention center (for AAOS hotels not within walking distance.) Housing representatives are available at the convention center for onsite assistance. If you find a lower rate over the dates of the AAOS meeting, let us know at [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com) so we can investigate.

## **I have not yet received my reservation confirmation e-mail. What should I do?**

If you do not receive a reservation confirmation from MCI USA immediately after booking, let us know at [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com).

## **How can I cancel my reservation?**

- **Cancellations made before February 12:** Cancel your reservation using the “cancel” option at the bottom of your confirmation or contact MCI USA at [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com) or call 800.931.6026, 972.349-5558.
- **Cancellations made after February 12:** Must be made directly with the hotel and according to the hotel’s cancellation policy. When calling the hotel, write down the date/time of your call and the reservation cancellation number given to you by the hotel. Having this information speeds up the refund process. If the cancellation is made after the hotel’s deadline, or no cancellation is made at all, the hotel will keep your one-night room deposit and possibly charge you the total price of the room.

## **What happens if I forget to Change or Cancel my reservation?**

If you did not change your date of arrival or forgot to cancel your reservation; you will be charged at least one night's room and tax for each room reserved or you may be charged for all nights. Individual hotel policies vary, be sure to read the cancellation policy for your hotel.

## **What is the Refund Policy?**

In case of room cancellation, you may or may not be entitled to a refund of your deposit. The final amount to be refunded will be based on the cancellation policy of the hotel and any penalty fee charged to AAOS as a result of your cancellation. The total amount to be refunded will be the total value of the booking minus any penalty fees.

## **How long does it take to receive my Refund?**

- **Cancellations made before February 12 will be processed within 7-10 business days.**
- **Cancellations made after February 12 will be returned after the meeting,** as the AAOS Housing Bureau (MCI USA) has to retrieve your deposit from the hotel before it can be refunded to you. The hotel cannot issue a refund directly to you. They must return the money back to the source they received it from (MCI USA). This process can take up to 30 days after the meeting ends and depends on how fast the hotel returns your deposit to MCI USA. MCI USA works to return your deposit as quickly as possible. However, they have no control over hotel personnel or operations at the hotel and shall not be held liable for any inconvenience or other loss incurred as a result of any wrongful acts, omissions, or default on the part of the hotel.

## **How do I get receipt for my hotel reservation?**

After you make your reservation, you are sent a confirmation via email, this confirmation also serves as your receipt. At check-out, you will receive a detailed receipt from the hotel for any additional charges you might have incurred throughout your stay. If they do not offer you a receipt, ask for one.

## **How can I get a late checkout?**

Contact the Front Desk for more information. Late checkouts are based on availability and sometimes require a fee.

## **Do you provide transportation to and from the convention center?**

Yes. AAOS provides transportation to and from the convention center starting Tuesday at 6:30am through Saturday at 6:00pm. There will be no service between the hours of 10:00am and 3:00pm.

## **How can I reserve a Group of 10 rooms or more?**

Contact our Group Reservation Department for any group of 10 or more rooms at 800.931.6026 or email [aaos@wyndhamjade.com](mailto:aaos@wyndhamjade.com).