



DATE: January 7, 2010
TO: Chorus Housing Chairs
FROM: Sue Booth, Convention Housing Chair
RE: Hotel Reservations for Regional Convention

NOTE! THE HOUSING REGISTRATION DEADLINE IS March 1, 2010

Thank you for being willing to handle the hotel reservations for your chorus members. This is a big job, with lots of details, so please read through this memo and review all the forms. The electronic version of the room reservation forms have been posted on the Regional Website. You can get an early start by downloading these forms for your members. You will also receive a CD which includes all the forms you will need when you attend the Housing Chairs meeting held Saturday morning of the upcoming January AIM meeting.

If you have any questions whatsoever, please contact me right away. My contact information is at the end of this memo. I will be conducting a meeting at the January 2010 AIM weekend to discuss the process of making housing reservations for your chorus. You will receive an invitation from me telling you when and where the meeting will be. Please make a point to attend this meeting or send a representative because procedures and forms have changed due to changes in our new venue in Reno, Nevada.

Preparation

Your first action should be to determine a date by which your chorus members should turn in their reservation requests to you. I recommend a date early in January, which will give you time to check and process all the information and send it to me. Your package of information must be postmarked no later than March 1, 2010. If you miss that date, your chorus will be charged a late fee of \$20 per day! Please review the memo entitled *Convention Housing Arrangements: Deadlines & Penalties* for important information regarding these penalty fees.

Next, fill out the three blank lines at the top of the Reservation Request Form and add your name to the bottom of the "Housing Information" memo. Copy and distribute both of these to your chorus members and prospective members who may be planning on attending the convention. Room Captains (Credit Card Holders) need to complete the form listing all roommates. The credit card used to guarantee the room will be the one that will be used to pay for the room. Please **don't use debit cards** to guarantee the room request because there is a \$50 charge for doing so.

While you are waiting for your chorus members to turn in their requests to you, you may find yourself having to answer some of their questions. Here is some information you may find useful:

Please be aware that only the 3rd floor of the hotel is a smoking floor. All other floors are non-smoking with no exception.

They are able to connect a king bedded room to a room with two queen beds. They are also able to connect two queen bedded rooms. Please note that any requests for connecting rooms cannot be guaranteed and are based on availability.

You should use the Suite and or Connecting Rooms reservation forms to reserve any type of suite or connecting rooms and use the room reservation form for all other requests. Do not call the hotel for any reason. Do not plan to use the Suite as a hospitality suite for partying on Saturday night. If your chorus wishes to have a room for after hours partying, I can put you in touch with the Convention Site Coordinator.

There are no handicapped accommodations for the Suites. There are only two connecting rooms with the handicapped option so those who need a handicapped room will have more success reserving a regular room or an upgraded room suited to meet your needs.

Processing

Collect and check the Reservation Request Forms, Connecting Rooms Requests, and Suite Reservation Request forms submitted by your chorus members. Make sure that all chorus members attending the convention are accounted for on your list. Confirm that each individual Reservation Request form has arrival and departure dates filled in clearly. The Reservation Request Forms must contain the credit card information including the type of card (Visa, MC, etc.), full number and expiration date of the card and must be signed by the card holder. Rooms being paid by check must pay for first night including \$10 resort fee plus \$20 for each per person over two plus the 13% tax. Checks should be made payable to Grand Sierra Resort.

Next, you will sort your room requests in preparation for transferring information to the room arrival day forms. Sort the requests into the following six categories in order:

1. Suites Requested Form with Reservations attached
2. Rooms Requesting to be Connected (including quartets) Form with Reservations attached
3. Room Reservation Forms for regular and / or upgraded rooms
4. Thursday Arrivals Form with Reservations attached
5. Friday Arrivals Form with Reservations attached
6. Saturday Arrivals Form with Reservations attached

Within each category, sort the room requests into alphabetic order according to the last name of the room captain. Then number each request consecutively, starting with 1 in each category.

Transfer all information to the appropriate room arrival forms. Duplicate the second page of any room arrival form as needed. (ie: Friday Arrival Form, etc.) Each stack should be topped with one of the Arrival Forms depending on the arrival date.

Checking, Copying and Transmitting

Enlist the help of an assistant to check all forms. Then **make three copies of everything**. You will retain one copy for your records and **send the original and one of the copies to me**. The third copy goes to the Room Captain. My contact information is listed at the end of this memo.

It is my sincere wish to have all your information on or before the stated deadline as there is a lot of work to be done in preparing this information for the hotel. Please note that if your initial package of information is to be postmarked after March 1, please send along the late fee of \$20 per day. The check should be made out to Region 12 Convention.

Your Responsibilities after March 1st

After you have sent your package of information, it is your continued responsibility to process any additional reservations, changes and cancellations for your chorus. Your members are **not** to contact the hotel directly prior to arriving at the convention.

Please contact me regarding any changes, and I will let you know what forms you need to send me. When sending a check for fees, please make the check payable to Region 12 Convention.

On approximately March 15, we will be turning everything over the hotel. If you have changes to make after that date, The email addresses of the person(s) at the hotel who is/are handling our group of reservations are found below. Please do not contact them until after the 15th as they will not have your information. You will then be able to communicate directly with the hotel personnel, but I need to receive information about any changes made. So **please “cc” Maxine and me on ALL correspondence with the hotel.**

I am looking forward to working with you over the next few months.

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