

HOTEL RESERVATION PROCESS

You must reserve your room through Sterling Events to receive the special group rate. Hotel reservations can be made during your PrimeTime registration. You must make your reservation by **Friday, July 19th**, to receive the special group rate.

RESERVATION DEPOSIT

A valid credit/debit card is required to guarantee your hotel reservation. Your credit card will be charged one night's stay plus tax approximately 30 days prior to your arrival.

CREDIT/DEBIT CARD POLICY

Upon check-in at the hotel, you must present a valid US-issued photo ID or passport and a credit/debit card in your name. The hotel will authorize your credit card/put a hold on your debit card for a total amount to include all room night charges, incidentals and applicable taxes. Any unused amount will be released at the time of check-out.

CANCELLATION POLICY

Reservation cancellations must be made in writing to GuestServices@SterlingEvents.com on or before **Friday, August 2nd**, to avoid the penalty of one night's room rate plus tax.

No-Show Fee: If you fail to arrive at the hotel on the date you requested, the hotel reserves the right to cancel your room reservation. A penalty of one night's room rate plus tax will be charged to your credit card.

Early Departure Fee: Upon arrival, the Front Desk will verify your departure date. Should you depart earlier than your agreed departure date you may be subject to an early departure fee.

CHECK-IN/CHECK-OUT

<u>HOTEL</u>	<u>CHECK-IN</u>	<u>CHECK-OUT</u>
Hilton Riverside	4:00pm	11:00am
Hampton Inn & Suites	3:00pm	11:00am
Embassy Suites	4:00pm	11:00am
DoubleTree	4:00pm	11:00am
Marriott	4:00pm	11:00am
Courtyard	4:00pm	11:00am
SpringHill Suites	4:00pm	11:00am

Preferred suite type, location and specific amenities are on request basis only as actual suites are not assigned until check-in.

Upon check-in, you may store your luggage at no charge with the Bell Desk if your room is not quite ready. If you would like to request a late check-out, please do so the morning of your departure with the Front Desk. Additional charges may apply for extended check-outs.

MAXIMUM OCCUPANCY IN A GUEST ROOM

Hotel group rates apply to single or double occupancy. Additional occupants may be subject to an additional fee per person per night (maximum of four guests per room).

ROLLAWAY BEDS

Rollaway beds may be available complimentary or at an additional charge depending on room type. If needed, it is recommended that you make the request in advance.

WI-FI

In-room Wi-Fi is available complimentary or at an additional charge.

PARKING

Hilton Riverside: Self – \$44 daily / Valet – \$49 daily (both rates include tax)

Hampton Inn & Suites: Valet only – \$39 daily + tax

Embassy Suites: Valet only – \$42 daily + tax

DoubleTree: Valet only – \$44 daily + tax

Marriott: Valet only – \$43.86 daily (includes tax)

Courtyard: Valet only – \$39.36 daily (includes tax)

Spring Hill Suites: Valet only – \$39.36 daily (includes tax)

**Parking rates are subject to change without notice.*

DIRECTIONS

<p>New Orleans Convention Center 900 Convention Ctr Blvd. New Orleans, LA 70130 Directions</p>	<p>Hilton New Orleans Riverside 2 Poydras St. New Orleans, LA 70130 Directions</p>	<p>Hampton Inn & Suites Convention Center 1201 Convention Ctr Blvd. New Orleans, LA 70130 Directions</p>	<p>Embassy Suites Convention Center 315 Julia St. New Orleans, LA 70130 Directions</p>
<p>DoubleTree by Hilton New Orleans 300 Canal St. New Orleans, LA 70130 Directions</p>	<p>Marriott Downtown Convention Center 859 Convention Ctr Blvd. New Orleans, LA 70130 Directions</p>	<p>Courtyard Convention Center 300 Julia St. New Orleans, LA 70130 Directions</p>	<p>SpringHill Suites Convention Center 301 St. Joseph St. New Orleans, LA 70130 Directions</p>

GETTING AROUND

Louis Armstrong New Orleans International Airport (MSY) is the most convenient choice when flying into New Orleans. From there, it’s about a 30-minute drive/ride downtown to the convention center and host hotels.

Airport Check-In: In general, the airlines and the Transportation Security Administration recommend that passengers arrive at the airport at least two (2) hours before domestic flights. This allows ample time for you to check-in for your flight, check baggage and go through security screening. If you need to park, return a rental car or ride a shuttle from the airport parking area, be sure to include extra time for that.

For discounted airfares, you may [CLICK HERE](#) to book with Delta Airlines. Be sure enter the Meeting Event Code **NMTBK**. You may also call Delta Meeting Network at 800.328.1111* Monday through Friday from 7:00am until 7:30pm CST and refer to the meeting code. The meeting code will provide discounts 2-10% off airfares depending on booking class. Not valid with other discounts, coupons, or promotional offers. Not all fares are eligible for use. Fare rules will determine eligibility. Valid travel dates are August 11 – August 25, 2019, via round-trip to Louis Armstrong International Airport (MSY).

**Please note there is not a service fee for reservations booked and ticketed via the meeting reservation 800 number.*

Ground Transportation

Taxi

Taxi booths are located on the first level of the Terminal outside of Baggage Claim Belts 1 and 14. Passengers must wait in line at one of these booths for taxi service. Rides cost \$36 from the airport to the convention center area for up to two (2) passengers. For three (3) or more passengers, the fare will be \$15.00 per passenger. If necessary, please confirm in advance if the driver accepts credit card payments.

Uber/Lyft

Uber and Lyft offer transportation services from the airport. Passengers can meet their app-based ride service outside of the Ground Transportation Center located on the first floor of the Short-Term Parking Garage by crossing the pedestrian crosswalk located outside of Baggage Claim 6. Estimated fares for Uber or Lyft start at approximately \$32-36.

Rental Car

If you prefer to rent a car, the Consolidated Rental Car Facility (CONRAC) is located a short walk away from the main terminal. Passengers should exit the Baggage Claim area (first level) near Belts 12-14 and continue to the right down a covered walkway to the CONRAC. Nine (9) rental car companies currently operate at the airport. For more information about rental cars from Louis Armstrong Airport, please [CLICK HERE](#).

Budget Car Rental is located at the airport rental car facility and is the rental car provider located at the Hilton New Orleans Riverside Hotel. To reserve a car in advance, please contact Budget at 800.842.5628 or [CLICK HERE](#) to book online. Be sure to use the Budget Customer Discount (BCD) Number **Z729964** for discounted rates effective from seven days prior to the event until seven days after.

You may also reserve cars with National Car Rental by calling 877.222.9058 or [CLICK HERE](#) to book online. Be sure to include discount code **XZ56186**.

ON PROPERTY ASSISTANCE

If you would like to rent a motorized scooter, please contact The UPS Store at the Convention Center at 504.670.8941. [CLICK HERE](#) for the rental reservation form. It is recommended that you reserve a scooter in advance of your arrival to assure availability.

WEATHER

Summer in New Orleans is hot, humid and rainy. With average August highs in the low-90s and lows in the mid-70s, we recommend that, if you plan to be outside, pack your sunscreen and light clothing. However, keep in mind that Gulf Coasters like to cool their indoor spaces to compensate, so bring a layer of some sort (light jacket, cardigan, wrap) for when you are inside. Additionally, if you plan on eating in one of the old-line restaurants that require men to be in pants and jackets (including, but not limited to, Commander's Palace, Brennan's and Antoine's), know that the restrictions are not typically lifted during the summer months; you'll still need these pieces of clothing if you plan on that kind of dining.