

## **HOTEL RESERVATION PROCESS**

You must reserve your room through Nationwide Marketing Group to receive the special group rate. Hotel reservations can be made during your PrimeTime registration. You must make your reservation by **Thursday, July 14th**, to receive the special group rate.

## **RESERVATION DEPOSIT**

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

## **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 [events@nationwidegroup.org](mailto:events@nationwidegroup.org) on or before **Friday, July 29th**, 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 and Check-Out:** Check-in time is 4:00pm local standard time and check-out time is 11:00am local standard time. 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.

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

## **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 to hotel guests.

## **PARKING**

Gaylord Palms Resort & Convention Center: Self-Parking – \$22/day | Valet – \$40/day

Parking fees do not include tax, which is additional: In/out privileges for overnight guests only; Day guests per entry.

## **GETTING AROUND**

Orlando International Airport (MCO) is the most convenient choice when flying into Orlando. From there, it's about a 20-minute drive/ride downtown to Gaylord Palms.

**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.

### **Ground Transportation:**

#### ***Taxi***

Located on the A-Side of the Terminal in the center of the Ground Transportation Curb (Level 1) between spaces A22-A25 or located on the B-Side of the Terminal in the center of the Ground Transportation Curb (Level 1) between spaces B30-B34.

Fees are determined by a taximeter at an average rate of \$45-\$75 to Gaylord Palms. All major credit cards are accepted and services are available 24 hours a day, seven days a week.

#### ***Uber/Lyft***

Uber and Lyft offer transportation services from the airport. Follow the instructions in the app about where to meet your driver. Estimated fares for Uber or Lyft start at approximately \$28 and may vary depending on demand for drivers at the time of your arrival.

#### ***Rental Car***

If you prefer to rent a car, the on-airport rental car companies are located in Terminal A and Terminal B, Level 1 (Ground Transportation). If you are planning to rent a car at MCO, be sure to make a reservation. Vehicles are limited for walk-up customers. For more information about rental cars from the airport, please [CLICK HERE](#).

#### ***Resort & General Transportation Concessionaire***

Mears Destination Services (MDS) is the Aviation Authority's Ground Transportation Concessionaire. It provides ground transportation to many destinations within Orlando and beyond, including *Walt Disney World*® Resort, via bus, sedans, limousine and shuttle van. For more information or to book Mears Connect transportation, please [CLICK HERE](#).

## **ON PROPERTY ASSISTANCE**

The Gaylord Palms Resort & Convention Center is an accessible facility in compliance with the Americans with Disabilities Act (ADA). The design includes accessible parking and entrances, wheelchair ramps, multiple elevators, automatic doors and accessible restroom facilities. For more information about the physical features of accessible rooms, common areas, or special services relating to a specific disability, please call +1 407-586-0000.

## **WEATHER**

In August, daytime highs average around 90 F and overnight lows average in the mid-70s. Be sure to pack layers and a rain jacket as meeting rooms get chilly, despite the warm outdoors temperatures, and afternoon showers are common.