



# NeighborWorks America Event Participant Lodging Guidelines

## LODGING INFORMATION FOR EVENT PARTICIPANTS

NeighborWorks America carefully selects hotels based on various factors, including contractual agreements, proximity to course venues, food and beverage vicinity, and sanitation industry standards.

## HOTEL SELECTION AND REVIEWS

NeighborWorks America conducts thorough research during the contracting and planning stages to ensure hotel quality. In the event of a negative hotel review that could affect your experience, we investigate and work with the hotel to address any verifiable issues.

## SEPARATE OR ALTERNATE HOTEL STAYS

If NeighborWorks America arranges your lodging reservation (Network/Scholarship/Panelist registrant) and you choose to make separate reservations or stay at a hotel not assigned to you, you are responsible for all associated costs. Be sure to review your final event schedule, which is visible under the MY SCHEDULE section of the event platform and emailed at least one week prior to the event, carefully for details on your lodging venue when arranged by NeighborWorks America.

## ROOM ACCOMMODATIONS

When NeighborWorks America books lodging, it provides single-room accommodations only. NeighborWorks America does not assign roommates, and any extra charges incurred for shared rooms will not be covered. The reservation is made under a single name, and only that individual can check in with a government-issued photo ID that matches the reservation name. While it is understood that the preference to stay at the same hotel as colleagues, availability may vary due to these booking agreements.

## ACCESSIBILITY NEEDS

If you have specific accessibility requirements related to your lodging, please inform NeighborWorks America at least thirty (30) days in advance of your check-in date for us to work with the hotel venues to accommodate your needs.

## SPECIAL CIRCUMSTANCES

For questions related to accommodation changes or extensions due to unforeseen events like weather, flight cancellations, or illness (e.g., COVID), please contact the Customer Experience team at [nti@nw.org](mailto:nti@nw.org) for assistance.

## NO-SHOW POLICY

If you fail to attend the event without notifying NeighborWorks America or notifying us past the event cancellation deadline, the lodging fees still apply. No-shows for an event are not entitled to a refund.



Scholarship awardees who are no-shows may not be eligible for a scholarship award for up to 12 months. Additionally, if you fail to attend scheduled courses without notifying NeighborWorks America and remain checked into your room, we will not refund your registration fee, and your organization may be charged for the hotel stay. Please review your NeighborWorks America confirmation letter for the dates your lodging is covered.

### **INCIDENTAL FEES**

If NeighborWorks America covers your lodging, you will still be responsible for any incidental fees, including but not limited to damages to the sleeping room, smoking, or cleaning fees, etc. Please note that you are accountable for charges outside of the room and tax fees.

### **NON-SMOKING POLICY**

We adhere strictly to all hotel policies, including non-smoking rules. This also applies to vaping. Tampering with smoke detectors is prohibited, and we ask you to be considerate of other guests by respecting hotel safety protocols.

### **EARLY CHECK-IN AND LATE CHECK-OUT POLICY**

NeighborWorks America does not cover early check-in or late check-out fees. If you require this accommodation, you will be responsible for any applicable charges.

### **CUSTOMER SUPPORT**

Please contact our Customer Experience team at 800-438-5547 or [nti@nw.org](mailto:nti@nw.org) if you require assistance. They will respond to your inquiry as quickly as possible.

**We look forward to making your stay as comfortable and seamless as possible!**