



Housing Registration Information

How do I register my group for housing?

Once you have completed the conference registration, you will see the link to the online housing system on the registration confirmation page that you should print out.

- **Multiple rooms**
The process for all room blocks: You will go on-line and create a user ID and password and then enter your church information and contact information along with your desired hotel the number of rooms required. They will fulfill the request and send you a confirmation that it has been fulfilled. Then you will need to go back in and guarantee it with a credit card. Once the block is guaranteed, you will then be able to book your attendees into your housing block.
- **Church ID number**
To help keep your group together you will need to enter your church ID number in with your church name when in the company field on the reservation form when you register for housing.
- **Deadline**
Reservations must be made by **May 15, 2012** in order to guarantee convention rates. You will be able to use the online system to make, change or cancel reservations until **May 31, 2012**
- **Tax rate**
All room rates shown are per room, per night and do not include the 13.0% tax plus \$3 per room per day (Hilton) and \$2 per room per day (Embassy Suites and Doubletree)
- **Special requests**
Special requests cannot be guaranteed, however the hotels will do their best to honor all requests.
- **Reservation guarantee**
Reservations must be guaranteed using a credit card. A deposit of the first night **may be** charged on the credit card after your housing block is sent to the hotels in early June. You must release any room prior to 72 hours before arrival to avoid penalty credit card charges. If you desire to pay by check instead of with a credit card, you will need to establish that payment plan with the hotel prior to your arrival. You will be able to contact the hotel directly AFTER **June 6** for any changes, etc. in your reservations.

2. What adult to student ratio is required?

The lower the ratio of students to adults the greater potential you have for personalizing your ministry. As in the past, we ask for a minimum of one male adult for every 10 male students and one female adult for every ten female students. (That means if you have 6 gals and 4 guys you need to send one male and one female adult leader.) Your students must be under the supervision of someone of the same sex. If you are unable to provide adequate adult supervision, you must make arrangements for another church to

supervise your students. Please indicate this arrangement in your registration if you do this, and be sure to house your ministries together.

3. Where will we be housed?

Lodging will be in 3 hotels within walking distance of the New Orleans Convention Center. Accommodations will be given on a first-come, first-served basis as selected on the website at the time of registration. We reserve the right to substitute comparable accommodations. (Go to the website for the list of hotels)

4. Are the residence halls air-conditioned?

All three hotels are air-conditioned. The hotels range in approximate cost from \$110-125/night with the taxes. All are within walking distance – some require a longer walk than others.

5. Will there be male and female students housed in the same hotel?

Because we assume you want to keep your group together and give them a chance to interact with other groups, we will house your female and male students in the same hotel. We will make every effort to separate male/female by floor. If you would like to, or need to, be housed with another group; please arrange that with them before registering.

6. How will rooms be assigned?

The hotel will try to place all of one group's rooms together. Male/Female separation will be communicated to the hotels and they will have pre-keyed packets upon your arrival.

7. Will there be a curfew and security?

Yes, just as in past CHALLENGE conferences, we will have an in-the-hotel curfew (11:30 p.m. - 6:00 a.m.). Our security personnel will staff the hotel lobbies and nearby streets in order to assist you in preventing confusion and curbing potential problems.

8. What will we do if we encounter problems or have questions in our hotel?

We are working very closely with hotel staff, and they will be able to assist you with most issues related to the hotel. We will also have our own Challenge residence hall supervisor, security, and medical personnel for your assistance at each hotel.