

Region 17 2024 Regional Convention Housing Information & Instructions

Hotel

The Renaissance
24 Public Square
Cleveland, OH 44113

Room	Room Rate	17.5% tax	9.5% tax (exempt of 8% tax)**
Deluxe One Bed	\$155.00	\$182.13	\$169.73
Deluxe Two Bed	\$155.00	\$182.13	\$169.73

*** note the tax-exempt rate only applies if the chorus is paying for the entire room block by chorus credit card or cheque

Parking

On-Site Parking Daily: \$20 with validated ticket
Off-Site Parking Tower City Parking 0.3 Miles
Valet Daily: \$48
Additional Parking Information
In/out privileges included in fee - Garage height clearance 6 feet 6 inches

General information

Please note that **only** the Chorus Contact may contact the hotel on behalf of their chorus. Individual guests are not to contact the hotel. All requirements are to be communicated via the Chorus Contact.

The Renaissance will house choruses and quartets. **There is a one (1) night minimum stay at the hotel for competitors. Sleeping rooms have either 2 double beds, 2 queen beds or 1 king bed. In accordance with Fire Regulations, the rooms cannot be occupied by more than four (4) occupants per room.

****Due to limited availability, rooms with 2 beds will only be assigned to triple and quad rooms, single and double rooms will be assigned a room with one bed only. This is outside of the Region's control, so your understanding and cooperation is appreciated.**

Priority will be given first to competitors and second to guests when assigning rooms within rooming blocks. If we find ourselves in a situation where we are short of rooms due to circumstances beyond our control, non-competing members and guests may need to be removed from your room block and required to find alternate accommodations. In that scenario, please know that it is because we have no other alternative and you will be contacted by Andrea Thorne-Percy, Convention Housing Manager.

The new Region 17 Convention Housing Excel file must be used to reserve hotel rooms. Please read the instructions in the spreadsheet carefully. Only use the spreadsheet in Excel to preserve the formatting and formulas. The integrity of the form may be compromised if opened using any other spreadsheet program. Much of the spreadsheet is locked to prevent formulas from being lost or altered. This automated online form **MUST** be used. Handwritten or any other forms will **not** be accepted.

Deadline

Rooming requirements must be received by Andrea Thorne-Percy, Convention Housing Manager, no later than **8:00 pm EST on Monday, April 1st, 2024**. Unsold rooms will be released back to the hotel no later than May 1st, 2024, as per our contract, for general sale and block rates will no longer be guaranteed.

Hotel Method of Payment

Tax exempt pricing only applies if the chorus is paying for the entire rooming block with a chorus credit card or chorus cheque. Otherwise, each room will be charged at the standard rate plus taxes.

A single credit card is required to reserve each chorus block (chorus is paying for all members). If paying individually, a credit card must be provided for each room. There is a space to input the information in the Excel file. Please note that the credit card provided for the hotel block is a preauthorization and will not be charged in advance of the event. Credit card information will not be retained by the Convention Housing Manager once it has been provided to the hotel.

At check-in, a credit card will be required for each room. This places a hold on the card. At check-out, guests can use one or multiple credit cards. The room amount will be divided equally by the number of occupants in the room. Parking fees will also be billed to the room. Please do not charge incidental charges, like restaurant meals for example, to the room.

Charges may be imposed for soiled linens, towels and facecloths that cannot be cleaned by their industrial laundering equipment. It is recommended that each member bring face wipes (or cheap dollar store facecloths) for removal of make-up to avoid incurring damage charges.

****Important Note: The card used at check in places a hold on the card. If that card is not used to pay all or a portion of the room at checkout, the hold is not immediately released. The release time is as per the individuals bank and credit card company. The hotel has no authority or means to change the hold period.**

Check-in Procedure

Check-in time is 4:00 p.m. (every day) and checkout is 11:00 a.m.*

Should you arrive early and before your room is ready, designated secure areas for luggage are available. Checking out after 6:00 pm will be subject to a full night's rate.

Cancellation Policy

Choruses are responsible for all rooms reserved. Hotel cancellation policies apply.

Issues upon arrival

If you have a concern about your room after you arrive, please speak to your Chorus Contact who will contact Andrea Thorne-Percy, Convention Housing Manager, and together they will work with the hotel to resolve the issue. Please DO NOT go directly to the front desk as they have been asked not to deviate from our procedures.

Questions

If you have questions on completing the Region 17 2024 Convention Housing file, please contact Andrea Thorne-Percy, Convention Housing Manager at thornepercy@outlook.com or if urgent by calling 905-662-5221** between 4:00-8:00 pm EST Monday- Friday. (**note- this is an international call to Canada)