



NATIONAL
FFA ORGANIZATION

Convention & Events Management Team

2017 National FFA Convention & Expo – New Housing Process

Based off of feedback gathered from the post-convention survey, meetings and focus groups, we are happy to share that we have made improvements to the housing process. The new process will affect all convention attendees reserving rooms within the National FFA Convention & Expo housing block. This new process is in place to improve the efficiency of reserving rooms, timing of acknowledgements of reserved rooms and overall attendee experience. The following information will guide you through the communication timeline, the new process and the cancelation policy.

Timeline:

Week of March 13, 2017 – An e-blast will be sent to chapters/advisors/attendees/stakeholders, there will be a posting in Monday Morning Monitor (*March 20, 2017*) and communications will be sent out through association list serves.

Early April – A housing FAQ will be available on FFA.org under “What’s New” in the toolbox and the housing section of the convention planning site. This FAQ will help guide attendees and prepare them for the opening of housing. Notification will be sent out when the FAQ is available.

May 1, 2017 – Housing opens at 1 p.m. EDT

Sept. 20, 2017 – Housing closes at 5 p.m. EDT

New Process:

1. All reservations for housing within the National FFA block will be made online through Passkey. (*Passkey is the system that we have been using for years to manage housing for the national convention and expo.*)
2. All reservations must be made with a valid credit card with an expiration date later than Oct. 29, 2017.
3. A maximum of 20 rooms can be reserved in one transaction.
4. A Wait List option will be available. (*See below for explanation*)
5. A cancelation policy will be implemented for all reservations. Changes to reservations can be made at any time without penalty. Only cancelations will be subject to cancelation fees.
6. The paper housing form will no longer be used to reserve rooms within the housing block.
7. A \$50 deposit per reserved room **will no longer be required.**

Cancelation Policy:

1. **May 1 – Aug. 16, 2017:** Each room that is canceled will incur a \$50 cancelation fee. The fee will be charged to the credit card on file for the reservation. (*The credit card for a reservation can be changed at any time.*)
2. **Aug. 17 – Sept. 20, 2017:** Each room that is canceled will incur a \$75 cancelation fee. The fee will be charged to the credit card on file for the reservation. (*The credit card for a reservation can be changed at any time.*)
3. **Sept. 21, 2017 - Convention:** Any room reserved that is canceled will incur a one (1) room night plus tax fee for each room canceled. The fee will be charged to the credit card on file for the reservation. (*The credit card for a reservation can be changed at any time.*)

NOTE: Changes can be made to reservations at any time without penalty. Only canceled rooms are subject to the cancelation policy.



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Chapter Housing

1. Booking Process

- a. Chapters will log in to their FFA.org account, click on the housing link within the toolbox under "What's New".
- b. They will be taken to Passkey to book their reservations.
- c. Once they hit complete, a reservation acknowledgement/confirmation will be sent to the email given.
- d. That email will provide the information on how to go back in and make changes and/or cancel the reservation.

2. Dates and Deadlines/Cancelation Policy

- a. **May 1, 2017** – Housing opens at 1 p.m. EDT
- b. **May 1 – Aug. 16, 2017** – Each room that has been reserved within the block and then canceled will be charged a \$50 fee. (This fee is not per room night, just per room). **NOTE:** The credit card on the reservation will be charged the cancelation fee. The credit card number on the reservation can be changed at any time prior to housing closing by following the instructions on the reservation acknowledgement email.
- c. **Aug. 17 – Sept. 20, 2017** – Each room that has been reserved within the block and then canceled will be charged a \$75 fee. (This fee is not per room night, just per room) – **NOTE:** The credit card on the reservation will be charged the cancelation fee. The credit card number on the reservation can be changed at any time prior to housing closing by following the instructions on the reservation acknowledgement email.
- d. **Sept. 20, 2017** –Housing closes at 5 p.m. EDT
- e. **Sept. 21, 2017 - Convention** – All reservations or changes must be made directly with the hotel. Any room that has been reserved within the block and then canceled is subject to a one (1) room night plus tax for each room canceled. **NOTE:** The credit card on the reservation will be charged the cancelation fee. The credit card number on the reservation can be changed by calling the hotel.

Wait List Option:

During the reservation process, should any of the nights/rooms requested not be available, the system will give you the option to put those unavailable nights/rooms onto the wait list. You may complete the reservation for the nights/rooms that are available. You will receive an acknowledgement email of your booked rooms as well as the nights/rooms you put on the wait list. The Visit Indy Housing office will receive a notice from the system that nights/rooms have been put on the wait list. They will reach out to the requested hotel to see if these nights/rooms can be added. If they can, the nights/rooms will be added automatically to your existing reservation and you will receive a new acknowledgement email of your updated reservation. You will only receive a new acknowledgement email if the nights/rooms can be added. You may also contact the Visit Indy Housing office to inquire about the status of the nights/rooms you have on the wait list. The housing contact information will be made available within Passkey.