



GENERAL HOUSING INFORMATION & POLICIES

HOUSING SERVICES

- The Pampered Chef® has partnered with Experient to better serve your National Conference 2008 housing needs. When making your hotel reservations, use the housing Web link found on the National Conference registration page of Consultant's Corner.
- Please make sure your e-mail system accepts e-mail from pamperedchef@experient-inc.com.
- To speak with an Experient Call Center Agent, call **(800) 974-9833** during their normal hours of operation (Monday – Friday, 8 a.m. – 5:30 p.m. CST).

RESERVATION DATES

- Experient will accept reservations starting **March 25, 10:00 a.m. CST**.
- Online reservations, changes or cancellations must be made through Experient's Web site by **Sunday, June 15, 11:59 p.m. CST**.
- All reservation forms, phone changes or cancellations must be made through Experient by **June 13, 5:30 p.m. CST**.
- Confirmations will be sent directly from Experient (not your hotel or The Pampered Chef® Home Office) via e-mail, fax or mail within seven (7) business days of date of processing.

ROOMMATES

- Contact your roommates before visiting the housing Web site to reserve your room.
 - Confirm that they're committed to sharing a room with you.
 - Verify their Consultant numbers and the spelling of their first and last names; Consultant numbers and names will be verified.
 - Make arrangements for your roommates to pay their share of the bill.
 - Confirm any special needs. Request an ADA room, if necessary.

HOTEL INFORMATION & RATES

- To receive the reduced Pampered Chef® rate, you must reserve your room through Experient. Please do not call the hotels directly to reserve a room.

Hotel	One Bed, One Bath	Two Beds, One Bath	Two Beds, Two Baths
Hilton Chicago 720 S. Michigan Ave. (312) 922-4400	Not Available	\$167 plus tax* USD (double beds)	\$177 plus tax * USD (double beds)
The Palmer House Hilton 17 E. Monroe St. (312) 726-7500	Not Available	\$167 plus tax* USD (double beds)	\$177 plus tax * USD (double beds)
Sheraton Hotel & Towers 301 E. North Water St. (312) 464-1000	\$173 plus tax* USD (king bed)	\$173 plus tax* USD (double beds)	Not Available

*Tax is 15.4% (subject to change)

- ◆ Rollaway beds are only available at the Sheraton Hotel & Towers in King bedded rooms. A fee of \$25 per rollaway will be charged for the length of stay.
- ◆ Hilton Chicago and Palmer House Hilton do **not** offer rollaway beds.
- ◆ A limited number of Double/Double rooms with two baths are available only at the Hilton Chicago and The Palmer House Hilton on a first come, first serve basis.

RESERVATION DEPOSIT

- To better serve Consultants who are committed to attending National Conference, a **First Night's Room and Tax** deposit will be charged upon making your reservation.
- Reservations will not be confirmed without a deposit.
- All hotels being utilized for the National Conference require a first night's room and tax deposit to hold a reservation.
- Deposits may be paid by credit card or check.
 - Credit cards will be billed immediately and must have an expiration date of Oct. 2008 or later.
 - Checks must be made payable to Experient (The Pampered Chef® housing bureau) in US dollars and drawn on a US bank. Reservations will not be confirmed until payment has been received.
 - No financial information will be transferred from Experient to the hotel.
 - The room leader or person making the reservation will be required to provide payment for the reservation deposit.
 - The deposit cannot be divided and charged to your roommates.
 - You may use any of the following forms of payment:
 - Credit Card (American Express, Discover, MasterCard or Visa)
 - Personal Check

NOTE: Your reservation will not be confirmed until payment has been received.

RESERVING A HOTEL ROOM

- To reserve a room, go to **Consultant's Corner > Consultant and Leadership Training > Conference > National Conference**. When you select the National Conference housing link, you'll be redirected to the housing site hosted by Experient.
- Read the information carefully and follow the on-screen directions.
Consultant verification:
 - Enter your first name, last name and Consultant number.
 - Once your name and Consultant number have been verified, you'll have access to the reservation system. This process may take a few moments.
 - If you've already made a reservation, the system will direct you to your existing reservation.
- You may update or cancel your reservation online through **June 15, 11:59 p.m.** No changes or cancellations are allowed **June 16-25** to allow the hotels time to upload housing information and verify reservations. Beginning **June 26**, please contact the hotel directly to make changes or cancel a reservation. (*See **Canceling a Reservation** section for details.*)

CANCELING A RESERVATION

- You may cancel your reservation through Experient until **June 15, 11:59 p.m. CST**. No cancellations are allowed **June 16-25** to allow the hotels time to upload housing information and verify reservations. Beginning **June 26**, you must contact the hotel directly to cancel a reservation. Record the cancellation number for your records when canceling directly with the hotel.
- You may cancel your reservation and receive a full refund up to 72 hours prior to your expected arrival.
- Deposits become NONREFUNDABLE for cancellations **within 72 hours of your planned arrival date**. If you cancel within 72 hours of your expected arrival time, you'll forfeit your first night's room and tax as a cancellation penalty.
- Refunds for cancellations received before **June 15** will be processed within 10-14 business days.
- Refunds for cancellations received after **June 15** will be processed within 4-6 weeks after **July 18**.

EARLY DEPARTURE FEES

Hilton Chicago and The Palmer House Hilton

- Please advise the hotel at or before check-in of any change in the length of stay.
- Should you decide to depart early and your room becomes completely vacant during your reserved stay, you'll be charged \$50 as an early departure fee.

Sheraton Hotel & Towers

- Please advise the hotel at or before check-in of any change in the length of stay.
- Should you decide to depart early and your room becomes completely vacant during your reserved stay, you'll be charged one night's room and tax as an early departure fee.

NO SHOWS

- Should you confirm a reservation, cancel without notifying the hotel, and the room becomes completely vacant, you'll be charged the first night's room and tax as a cancellation fee; the remaining dates of the reservation will be automatically canceled.

CONFIRMATION NUMBER

- Once you complete your reservation, you'll receive a Reservation ID.
 - The Reservation ID number is used by you and Experient to look up and manage your reservation.
 - Confirmations will be sent within 72 hours of completing your reservation.
 - You do not need a Reservation ID to check in the hotel.

FREE HOTEL WINNERS

- If you won or earned free hotel accommodations for National Conference 2008, please follow the instructions in the communication provided by the Home Office.