

# SAN DIEGO... accommodating YOU

## YOUR HOUSING SERVICES RESOURCE

Adjacent Headquarter Hotels include:



San Diego Marriott Hotel & Marina



Manchester Grand Hyatt San Diego



Omni San Diego Hotel



Hilton San Diego Convention Center

At the San Diego Convention Center, housing arrangements are easy. Our housing staff is the best in the business when it comes to creating customized housing solutions and will customize a program to match a meeting planner's specific needs. Web-based technology makes it more convenient than ever to manage and centralize room block information and for attendees to have the flexibility they want in making their reservations. It's the perfect combination of technology and personal attention.

### **Housing Services**

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#### **Room Block Management**

- Pre, post and peak room block management
- 24-hour access to pickup by participating hotels
- Experienced staff to help monitor flow, pre & post dates
- Sub-block management, electronic access to manage your rooming list
- Assistance in locating additional hotel inventory when needed
- On-site housing personnel during your event

#### **Technology**

- Real-time internet reservations processing and reporting access for you and the contracted hotels
- Customized auto download services to hotel systems
- E-commerce provides security and safety

#### **Reporting**

- Available 24/7 to review room blocks, verify if a VIP has booked and countless other options
- Hotel listings, availability, attendees, hotel and citywide pickup
- Customizable reports for an additional fee

# SERVICES

*The San Diego Convention Center offers housing services and will customize a program specific to your housing needs.*



*SAN DIEGO Accommodating YOU* is the official housing program of the San Diego Convention Center. Experient and ARES are the Center's official housing partners.



Experient, formally ITS, handles housing, registration and travel arrangements prior to room block cut off date.



ARES is a San Diego-based company that handles hotel accommodations after official housing dates close.

**To arrange for housing services  
for your next event:**

**Wayne Edwards**

Housing Specialist

San Diego Convention Center

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## Reservations

### *Internet*

- Real time reservations, electronic acknowledgement and 24/7 access

### *Telephone, Fax and Mail*

- Dedicated toll-free number
- Fully staffed call center with friendly, knowledgeable agents
- Immediate verbal, faxed or US mail acknowledgement

## Reservations after the cut off date

- Combined with hotel pickup from Experient. You have an accurate history of your total room utilization.
- Accommodations can be arranged through ARES if your attendees could not secure a room before cut off
- Detailed report letting you know where individuals who missed the cut off stayed

## Attrition Management

*Are you worried about attrition? Here are some ways we can help ease the burden:*

- Monitor attrition release dates and coordinate room block changes
- Offer solutions to help steer attendees into attrition hotels