HOTEL RESERVATIONS

RIMS has arranged special discounted rates and amenities at a variety of Denver hotels during RIMS 2020.

Beware of False and Fraudulent Housing Claims:
We have received reports that individuals unaffiliated with RIMS or our official Registration and Housing vendor, CONNECTIONS HOUSING, Inc., are actively deceiving prospective attendees into reserving hotel rooms through third party websites. These scams require attendees to provide their payment information insecurely and include additional charges beyond the hotel rate. If you see additional service charges or bank charges as part of the amount due, you are communicating with a fraudulent company, and should contact us immediately. Only the registration and hotel reservation websites accessed from RIMS.org should be used to make registration and hotel reservations for RIMS 2020 Annual Conference & Exhibition.

Reserving your hotel through unofficial third parties can have serious consequences, such as:

- Higher room rates
- Non-existent reservations at check in
- Loss of pre-payment
- Sub-standard hotel accommodations

Protect yourself by following these tips and tricks:

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<th>DO</th>
<th>DON’T</th>
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<tr>
<td>Check the email address of the individual with whom you are communicating – for RIMS Meetings, you’ll receive emails from @RIMS.org and @connectionshousing.com ONLY</td>
<td>Don’t pay more than the published registration rates; our rates are all inclusive.</td>
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<td>Use only meeting websites that require you to login before providing payment; for RIMS Meetings, you’ll need to login into your RIMS account to register or reserve hotel</td>
<td>Don’t provide payment information using excel files, email, or other non-secure forms of communication.</td>
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<td>Check the web page to make sure that there is no disclaimer saying it is unaffiliated with RIMS and that it is an RIMS.org site</td>
<td>Don’t use a meeting website for the RIMS Conference unless you can get to it via <a href="http://www.RIMS.org">www.RIMS.org</a></td>
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CONNECTIONS HOUSING is the only official registration and housing provider for RIMS Annual Conference & Exhibition. RIMS has NO affiliation with any organization other than CONNECTIONS HOUSING and does not endorse their services. Please be vigilant if contacted by any other company or service.

A Few Things You Should Know:
• Per-night room rates shown are for single or double occupancy at most hotels. The rate may be slightly higher for three or more people in a room.
• Please contact Connections Housing for suite rates.
• Hotel rates do not include local taxes.
• A credit card is required to guarantee your room until arrival. Reservations canceled within 72 hours of arrival will be charged a penalty equaling first night’s room and tax. The hotel also reserves the right to charge an early departure fee if applicable.
• If you are unable to provide a credit card you can secure a room by mailing in a check. Please contact the Housing Bureau for detailed instructions.

Shuttle Bus Service:
• Complimentary shuttle bus service will be available.
  o View the bus routes: https://www.rims.org/docs/default-source/event-documents/rims2020_shuttle_bus_route_information.pdf
• Exceptions are those hotels within walking distance of the Colorado Convention Center.
  o View the walking hotels: https://www.rims.org/docs/default-source/event-documents/rims2020_shuttle_bus_route_information_walking_hotels.pdf
• Shuttle bus service is only for participants staying at one of the official hotels.
• Attendees with special needs staying at an official hotel not directly picked up by shuttle service can call the shuttle company for assistance 443-618-2805.

If you are contacted by, someone regarding RIMS 2020 Annual Conference & Exhibition and the individual is not a representative of CONNECTIONS HOUSING or RIMS please contact the RIMS Housing Customer Service Center immediately at RIMS@connectionshousing.com and include information about the company that contacted you.

HOTEL RESERVATIONS
Note: Member Hotel reservations will open on November 12, 2019 at 12 PM ET.

Hotel Reservation and Early Registration Deadline is Friday, April 3, 2020 at 11:59 PM ET. Hotel reservations received after April 3 will be processed on a space-available basis and may be subject to higher rates.

We strongly recommend you make your hotel reservation as soon as possible.

Online hotel reservations are processed securely and confirmed immediately by email.

Room types are not guaranteed. Hotels will add taxes and applicable surcharges to the room rates. Taxes and fees are subject to change.
When making a hotel reservation, the credit card number provided only guarantees your reservation; the credit card provided at check-in will be used for payment.

**Hotel Reservation Cancellation Deadline:**
72 hours prior to your scheduled arrival date.
Cancelling your reservation less than 72 hours prior to your arrival date will result in a cancellation fee equal one night’s room, plus tax.

**Additional Questions:**
Toll-free: +1 844-212-7467
Connections Housing, Inc.
International: +1 404-842-0000

**Hours of Operation:**
9:00am – 7:00pm Eastern Time

Email rims@connectionshousing.com for more information about hotel reservations.

**Why Book Through Connections Housing?**
You may be able to find lower rates at official RIMS 2020 hotels by booking through other services, but you may not get the same product in return. RIMS Show Management has contracted with all of the official hotels so we may offer RIMS 2020 participants hotel room options, enhanced reservation protection, and special amenities at a great price. Booking though the Housing Bureau also provides a history of room usage that is important in negotiating low rates for future RIMS Conferences.