



## Festival Housing FAQ



### ➤ Are group rates available?

Yes, we have obtained a group discount for a block of 12 downtown hotels through *Meet Minnesota* (the Minneapolis convention bureau) and *Convention Housing Partners* (CHP).

The GALA discounted rates are guaranteed to be the lowest possible and will not be available to anyone making reservations by any means other than the dedicated GALA-CHP housing registration link on the GALA website ([www.galachoruses.org](http://www.galachoruses.org)). Also, GALA Choruses will face monetary penalties if we do not meet the required minimum number of room nights within the contracted hotel block. If you happen to find a lower rate for a contracted hotel, notify CHP and the hotel will most likely match the rate.

### ➤ What is CHP?

Convention Housing Partners, based in Sonoma CA, is the official hotel provider for GALA Choruses Festival 2020. They are a gay-owned convention housing business with much experience and excellent customer service.

### ➤ What hotels are in the festival block? Which are the closest to the concert halls?

A map and comparative listing of the 12 hotels in the Festival Village is posted on the GALA website, <https://galachoruses.org/events/gala-festival/housing>. All the hotel properties are smoke-free and all have some ADA-accessible rooms available. You can download the hotel comparison table from [https://galachoruses.org/documents/events/gala-festival/Festival\\_Housing.pdf](https://galachoruses.org/documents/events/gala-festival/Festival_Housing.pdf)

All the hotels are within walking distance (half a mile) of Orchestra Hall and Peavey Plaza; some are only 2 blocks away. The Minnesota Convention Center and Central Lutheran Church are 2 and 3 blocks away from Orchestra Hall, respectively. All the properties are within 2 blocks of Nicollet Mall, which is lined with restaurants and shops and is closed to automobile traffic (there is a free shuttle bus that runs up and down Nicollet). Downtown Minneapolis is very accessible. A map of the Festival Village, showing the hotels and performance halls, is on the GALA website: <https://galachoruses.org/events/gala-festival/housing/map-of-housing>

### ➤ How many rooms are available?

There are 2600 rooms currently available in the Festival housing block of 12 hotels. All rooms are smoke-free.

### ➤ What are the room rates at the various hotels?

The nightly rates for the hotels in the Festival housing block vary between \$139 and \$229 (based on double-occupancy, for comparison purposes). The city of Minneapolis will charge an additional 13.4% hotel tax. We have been guaranteed that the rate offered through Convention Housing Partners is the lowest available for each hotel. A table showing the hotel rates, locations, amenities, and other hotel details can be download from the GALA website: [http://galachoruses.org/events/festival2020/Festival\\_Housing.pdf](http://galachoruses.org/events/festival2020/Festival_Housing.pdf)

### ➤ Can we book additional dates around Festival at the discounted rate?

Yes, the GALA discount is applicable for all nights between June 30<sup>th</sup> and July 11<sup>th</sup> (for check-out July 12<sup>th</sup>).

### ➤ Can a chorus reserve a block of rooms in the same hotel?

Yes, depending on availability. A form will be distributed to Festival Liaisons on September 30, 2019; IF your chorus wishes to set aside a block of rooms in the same hotel, you should fill out the form and return it to CHP by October 15, 2019. You will then be given a special link for your chorus members to book rooms when housing registration opens on November 4. There is no minimum number of rooms that may be set aside. If you are setting aside a particularly large block of rooms, they may be divided between 2 or 3 hotels.

EACH room in your block must have the actual names of the people who will be occupying the room; a credit card is required to hold each room, although the card(s) won't be charged until check-out, and the charge can be split on multiple cards at check-out.

### ➤ **When can we make hotel reservations?**

Housing Registration will open at 9:00 am Pacific / Noon Eastern on **Monday, November 4, 2019**. In order to receive the discounted GALA group rate, reservations **MUST** be made through our friends at Convention Housing Partners.

Hotel reservations will be handled by CHP through a **dedicated web link** to be posted on the GALA website and distributed to our email list: The URL for general housing registration on the GALA website is [www.galafestivalhotels.com](http://www.galafestivalhotels.com) (site is not yet operational), but if your chorus is setting aside a block of rooms in the same hotel, you will receive a different web link from your chorus' Festival Liaison. Check with them to see whether you need to make hotel reservations on your own, or whether the chorus is booking a group of rooms together. Both booking sites (the general site and the one specific to your chorus) use the same software.

### ➤ **How does the reservation site work?**

The housing registration site looks very much like other online hotel booking sites (Expedia, Travelocity, etc). To book a room, select your check-in and check-out days, and the number of guests staying in the room. Clicking the "FIND" button displays a list of all the hotels meeting your criteria, where you can view the rooms available and make a room selection. **ONLY ONE ROOM** can be booked through the website at one time. View the housing webinar and/or Download the presentation deck from <https://galachoruses.org/events/gala-festival/preparing-for-festival/webinars>.

Enter the names of everyone who will be staying in the room on the reservation. In order for someone to check in and receive a room key, their name must be on the reservation. Even if you're not sure who will be staying in your room, enter the names of the people you expect; you can make reservation changes after the room is booked.

When you book your room, you'll receive an **acknowledgement number** from CHP; you will need to refer to this number if you need to make a change to your reservation.

### ➤ **Can a reservation be changed after it's booked?**

Yes, anything about your reservation can be changed through CHP until 5:00 Pacific Time on June 22, 2020. To change your reservation, have your acknowledgement number handy and contact Convention Housing Partners: [gala@chphousing.com](mailto:gala@chphousing.com) or by phone at 866-530-2440. **DO NOT** contact the hotels directly, as they will not have your information until CHP hands over the reservation list on June 23rd.

### ➤ **What is the cancellation policy?**

Room reservations may be cancelled without penalty through Convention Housing Partners through **June 5, 2020** at 5:00 pm Pacific Time. After June 22, CHP will hand over the reservations to the contracted hotels, at which point you can contact the hotel for their particular policy.

### ➤ **What if my chorus wants to pay for all the rooms for our members?**

That's OK, but you'll need to contact CHP for a room list template and provide them with the payment information and the names and arrival/departure dates of your members.

### ➤ **Can I get hotel reward points for my room reservation?**

Yes, general reservation system will prompt you for a loyalty reward number in order to earn points for the person booking the reservation.

➤ **Can I pay for my room with reward points?**

You can, but you will not receive the discount, and you're on your own to make the reservation directly with the hotel.

➤ **Can the hotel bill be split between roommates?**

Yes, the hotel desk personnel can make those arrangements for you at checkout.

➤ **If I'm not the person who made the reservation, can I check in to my room?**

Regardless of who booked the reservation (with a credit card), your name needs to be listed as a room occupant when the reservation is made. Otherwise, you will not be able to check in. Should one person arrive before the person who made the reservation, you can check in with your credit card; otherwise, you'll have to wait for the person who reserved the room. Bags may be left with the hotel concierge.

➤ **When do I need to arrive in Minneapolis?**

Your arrival time depends on which events you are participating in. Be sure to check the performance schedule on the GALA website before making your room reservations. While the opening events are scheduled for early afternoon on July 4, 2020, some rehearsals for opening day events (opening concert, Flash Mob, et al) will be scheduled for July 3<sup>rd</sup>.

Be aware that housing registration opens before the performance schedule becomes available. We recommend that you book all the nights of Festival, and make changes later, if necessary. Changes to your reservation can be made at any time through June 22, 2020.

➤ **I still have questions; whom should I contact?**

QUESTIONS about your hotel reservations can be directed to CONVENTION HOUSING PARTNERS at [gala@chphousing.com](mailto:gala@chphousing.com), or by phone at 866-530-2440. General questions can be directed to Sue in GALA Member Services, [memberservices@galachoruses.org](mailto:memberservices@galachoruses.org).

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