

TANDEM MEETINGS

Transplantation & Cellular Therapy Meetings
of ASTCT® and CIBMTR®

2024 TANDEM MEETINGS HOUSING FAQs

HOW DO I MAKE A HOTEL RESERVATION?

All hotel reservations for the 2024 Tandem Meetings must be made online. Attendees must register for the event first and then will be able to make a housing reservation.

WHAT ARE THE OFFICIAL HOTELS OF THE 2024 TANDEM MEETINGS?

Hotel room rates are subject to availability. Rates listed are single rates and do not include applicable taxes and fees.

Canopy by Hilton San Antonio Riverwalk	\$239	Mokara Hotel & Spa	\$279
Grand Hyatt San Antonio River Walk	\$279	Omni La Mansion del Rio	\$239
Hilton Palacio del Rio	\$249	San Antonio Marriott Rivercenter	\$259
Hotel Contessa Suites on the Riverwalk	\$249	San Antonio Marriott Riverwalk	\$259
La Quinta Inn & Suites	\$189	The Westin Riverwalk	\$269

HOW DO I MODIFY OR CANCEL MY HOTEL RESERVATION?

Please make all hotel changes, including cancellations, online at [2024 Tandem Meetings - Modify](#). Changes can be made online through Wednesday, February 14, 2024. After February 14, 2024, you will need to contact your hotel directly.

WHAT IS THE CANCELLATION POLICY?

All reservations require a valid credit card guarantee. A deposit of one night's room and tax may be charged by the Hotel and reflected on your credit card statement as early as Thursday, February 1, 2024.

Reservations cancelled on or before Friday, December 29, 2023 will be subject to a \$75.00 processing fee. Reservations cancelled after Friday, December 29, 2023 will be subject to a \$175.00 processing fee. This fee will be charged at the time of cancellation and will appear on your credit card statement as "ConferenceDirect-Tandem". In addition to this fee, cancellations and no-shows will also be subject to the individual hotel's cancellation policy.

WHEN WILL MY WAITLISTED NIGHT BE CONFIRMED?

If your reservation contains certain nights that are currently waitlisted, rest assured that ConferenceDirect is working to complete your reservation as quickly as possible. You will receive an updated acknowledgement email when your reservation is confirmed in its entirety.

WHAT IF MY DATES ARE NOT AVAILABLE ONLINE?

If you want to extend your stay over dates not available online, please contact the Tandem Meetings Housing Bureau at TandemHousing@conferencedirect.com.

WHEN WILL MY CREDIT CARD BE CHARGED?

Your credit card will be held as a form of guarantee only and will not be charged unless the reservation is cancelled as outlined in the above Cancellation Policy. All guests must provide a credit card at check in for their room, tax, and incidentals.

HOW DO I MAKE A SPECIAL REQUEST? (i.e., two beds, non-smoking, high floor, etc.)

You may add your request to your reservation online. Please note, special requests are not guaranteed. The hotel will make its best effort to accommodate room type and special requests.

WHO CAN I CONTACT ABOUT MY REGISTRATION?

Email: TandemRegistration@conferencedirect.com

