



## How to Book the Hotel for ICSOBA 2023

Please find below the information for booking your accommodation at Hyatt Regency Dubai Creek Heights.

### **1. Hotel link**

Please use this link to book your guest rooms.

<https://www.hyatt.com/en-US/group-booking/DXBHC/G-EG05>

### **2. Check-in and Check-out Time**

The hotel rooms are available for guest check-in after 3:00 pm. Guests arriving earlier will be checked in as soon as rooms become available. Consideration for checkout extensions later than 12.00 noon can only be confirmed on the date of departure.

Late checkout charges are as follows:

Until 18.00 hours: 50 % of confirmed rate

After 18.00 hours: Full rate

### **3. Online Reservation Process:**

1. 14 days before the arrival, Secure Pay link will be sent to individual guest's email to confirm their reservation and to complete the credit card payment.
2. Cancellation for individual bookings is free up to 5 days before the arrival, anytime within 4 days and arrival 100 % cancellation for full length of stay will be applicable and charged to individual guest.
3. If the Secure Pay link is not completed within 48 hours, the hotel reserves the right to release the booking.

### **4. No-Show policy:**

In the event that confirmed reservations fail to check-in, Individual Guests will be charged equivalent to 100 % of the accommodation rate for each of the nights reserved and not used.

No-Show rooms will be released at 12:00 noon the following date unless reconfirmed as an arrival.

### **5. Hotel contact information:**

If the participants cannot manage to proceed with online reservation, or they have special request they can contact directly the hotel Event Planning representative Ms. Elisa Pancari.

**Ms. Elisa Pancari** – Event Planning  
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Please provide hotel Event Planning (Ms. Elisa Pancari) your flight details (arrival and departure) once you have booked your room, for a smooth arrival experience. If you need to book a transfer, please indicate it in your email to Ms. Pancari as well.