

DCAT WEEK '12 SUITE HOLDER'S CHECKLIST ✓

The Waldorf-Astoria

- You should have received your suite confirmation letter from the Waldorf. Please make sure everything is correct with your reservation, including arrival and departure dates, suite occupant name, contact information, and credit card information.
- Please be certain that the individual who is checking in and receiving the keys to the suite is listed as the "Suite Occupant" in the confirmation letter you received from the Waldorf. The person listed as the "Suite Occupant" is the only person that will be able to pick-up keys for the suite. If others require access to the suite you will need to add their contact information to the reservation by contacting Craig Bertz, Assistant Director of Events, prior to arrival at craig.bertz@waldorfastoria.com. This is for your security.
- Check-in is after 3:00 pm. Arrivals prior to 3:00 pm cannot be guaranteed. Furthermore, the Waldorf does not guarantee the room will be ready exactly at 3:00 pm. If there is a heavy turnover of guests, you may experience a longer wait time. Therefore, please do not schedule meetings for that suite prior of 5:00 pm on the day of check-in. If the suite is needed prior to 3:00 pm on the day of check-in, you should reserve the suite for the day before.
- Check-out is 12:00 pm. You will incur an additional night's charge if the suite is occupied after 12:00 pm.
- Please note that there will be a charge from the Waldorf of one night's rate for arrival/departure date changes or cancellations made after February 24, 2012.
- If you do not present a credit card at check-in, the card information that you provided on the Suite Form will be charged at the time of check-out for any and all charges accrued during your stay.
- Please notify Craig Bertz at craig.bertz@waldorfastoria.com if you will require furniture in your suite. Extra furniture can not be guaranteed unless pre-ordered, additional charges apply. If furniture needs to be removed from your suite there will be a charge for storage.
- All food and beverage requirements for your suite should be handled directly with Christine Hayner at christine.hayner@waldorfastoria.com. You will notice that the hotel has a new food and beverage form. Please review it carefully.
- Pre-orders of any food and beverage are preferred. All pre-orders must be submitted by February 24, 2012. The hotel is full during DCAT Week and you may experience extremely long wait times for same-day orders. Cancellation for Food and Beverage must be done 2 days prior to the date of your request for delivery or you will be charged.
- Do not unplug the phones in your suite. The hotel phones run on a computerized system and if they are unplugged – you must pay to have them reprogrammed at \$125.00 per hour.
- There is limited wireless access in the suites at the Waldorf. If you choose to use the existing wireless connection in your suite you will be charged for each computer that logs into the internet access. For additional bandwidth pricing and configuration coverage contact Craig Bertz at craig.bertz@waldorfastoria.com.
- IMPORTANT: Due to security requests, The DCAT Annual Dinner will start promptly at 7:00pm on Thursday March 15th. All Dinner Guests should be seated by 6:45pm..

Questions?? Contact Jeanne Motola, DCAT Member Coordinator at 1-800-640-DCAT or Jeanne@dcat.org.