Reservation Guidance

As your Department Conference & Convention Committee Chair I often hear about the difficulties that some of our Legion Family members have making reservations for our Department Fall, Winter, Spring Conferences and our Annual Department Convention in June. Here are a few things to consider when making reservations that I hope will make this process easier:

- The Department contracts with hotels about two (2) years before the actual meeting dates. The special rates in the contract are good until 30 days before the start of the meeting. After that, you may, or may not, be able to get a room; however, if you do it will most likely be at a higher rate.
- The dates and locations of all Department meetings, and the hotel telephone numbers, are on the Department Internet website at www.kylegion.org.
- You can make your reservation up to one (1) year before the actual meeting. This ensures that you get the special meeting rate. (You can always cancel later)
- Be sure to keep your confirmation number when you make your reservations. This is your proof that you have a reservation at the contracted special rate.
- Providing that you made your reservation well in advance of the meeting, it is always wise to confirm your reservation about 45 days prior to the meeting to ensure that it is still good. (Your confirmation number is your reservation guarantee that the hotel must honor.)
- Contact the hotel manager for our meetings directly if you are reserving a Hospitality Room for your Post. (Susan Hill – Crowne Plaza; Shona Schulkers – Florence Hilton; Kim Wright – Florence Holiday Inn) This will ensure that you are talking with someone at this particular property and not overseas. These are special reservations for special rooms, so reserve them early.
- There is no guarantee for special room numbers or floors. This is especially true for hospitality rooms. Each hotel has special rooms for our hospitality rooms; however, the exact floor is based upon availability during the meeting times. The hotels do attempt to make accommodations for special needs.
- It is advisable that you let the Department Conference & Convention Chair know when you have special requests, such as Hospitality Rooms, special needs, or side meetings so that the Department can follow up with the hotel to ensure that your needs are met.
- Reserve only the number of rooms you are reasonable sure you will use.
- Contact the Department Conference & Convention Chair if you have problems. But, there is little he can do if the 30-day deadline has passed, especially for special rooms or needs.

Important Note:
The Legion has a certain number of rooms reserved in each contract. The number of rooms reserved for each day is different, as the majority of our attendees may stay on “busy” nights while most may arrive on the first day of meetings and then leave after the last meeting. Because of this, we have only a few rooms reserved at the special contract rate for Thursday and Saturday nights.

When you make your reservations, be sure to ask if the special rate for the American Legion is valid for every night. Ask the same question before you change a reservation.

If you change your reservation at a later date, and especially if your change will add the Thursday or Saturday nights, be sure to ask if the special rate for the American Legion is still valid for your entire stay. If you change a reservation after the 30-day cut-off date it is very possible that the new reservation is at a higher rate. Ask the reservation person if the new reservation change will increase the amount you pay for each night before you change your guaranteed reservation.
Keep a record of the dates of your reservation (including any changes) and your confirmation numbers.

I welcome any suggestions or comments you may have concerning our Department meetings. Please contact me anytime.

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**Additional Instructions**

We have been advised by the Crowne Plaza Hotel that the best way to make your reservations is to contact their group reservations department (commonly called Passkey for this property). This is the most preferred way to make your reservations, ensuring that there will not be errors in your booking and that you are booking under the American Legion special rate.

The **group reservation telephone number** is: **(888) 233-9527**

Be sure to tell group reservations that you want to make a reservation for the American Legion Conference and the date of the conference.

You may still call the hotel directly at their local number; however, this has caused some issues in the past.

Remember that the special group rate is only valid up to thirty (30) days before the beginning of each conference/convention/DEC meeting.