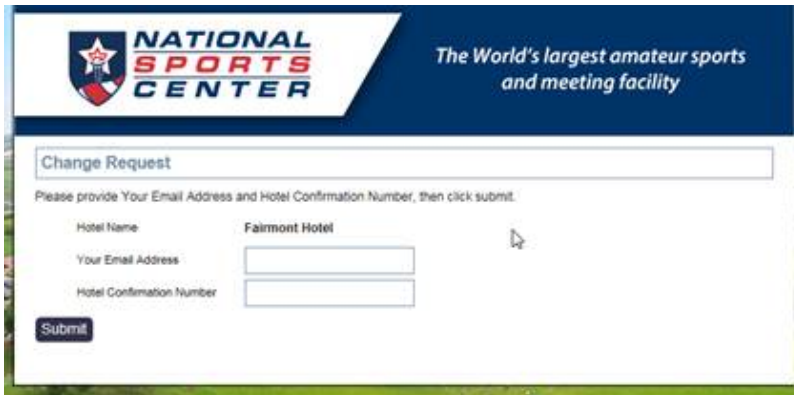


## Updating Room Information Instructions

Once you have received all confirmation numbers, you will need to assign each unique confirmation number to a family, then you will use the Change Request Link provided in your confirmation email to make the changes to each specific room.

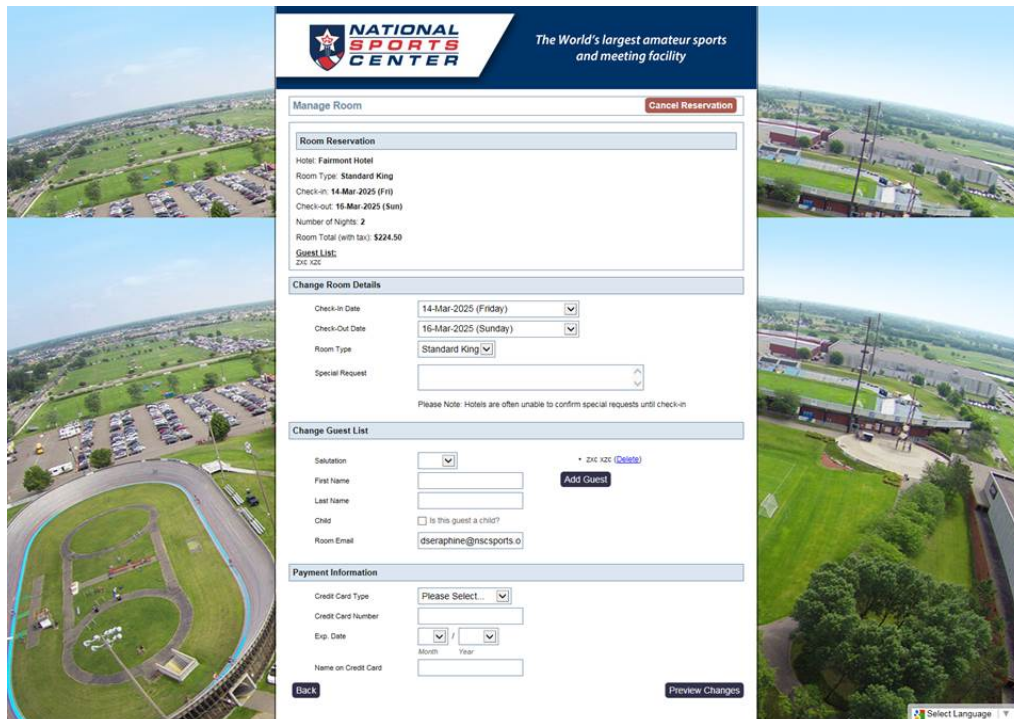
See screen shots and explanation below to see how to make changes to rooms.

Give the Change Request Link to the parents and let them know their room confirmation number and the email address associated with their room(s).



The screenshot shows the 'Change Request' form on the National Sports Center website. The header includes the logo and the tagline 'The World's largest amateur sports and meeting facility'. The form title is 'Change Request' and it instructs the user to provide their email address and hotel confirmation number. The form fields are: 'Hotel Name' (pre-filled with 'Fairmont Hotel'), 'Your Email Address' (empty), and 'Hotel Confirmation Number' (empty). A 'Submit' button is located at the bottom left.

Once the parent has logged in using their room confirmation number and the email address, they will be able to update the guest information as well as credit card information.



The screenshot shows the 'Manage Room' page on the National Sports Center website. The page is titled 'Manage Room' and includes a 'Cancel Reservation' button. The 'Room Reservation' section displays: Hotel: Fairmont Hotel, Room Type: Standard King, Check-in: 14-Mar-2025 (Fri), Check-out: 16-Mar-2025 (Sun), Number of Nights: 2, and Room Total (with tax): \$224.50. The 'Change Room Details' section includes dropdown menus for 'Check-in Date' (14-Mar-2025 (Friday)), 'Check-out Date' (16-Mar-2025 (Sunday)), and 'Room Type' (Standard King), along with a 'Special Request' field. The 'Change Guest List' section has a 'Add Guest' button and fields for 'First Name', 'Last Name', 'Child' (checkbox), and 'Room Email' (dseraphine@nscsports.com). The 'Payment Information' section includes a 'Credit Card Type' dropdown, 'Credit Card Number', 'Exp. Date' (Month/Year), and 'Name on Credit Card' field. Navigation buttons 'Back' and 'Preview Changes' are at the bottom. A 'Select Language' dropdown is in the bottom right corner.