

From: customerservice@tournamenthotels.com

Subject: Hotel Room Block Confirmation Embassy Suites Grand Rapids Downtown | 2019 Lakeshore Volleyfest AAU Super Regional | Sat Apr 27, 2019 - Sun Apr 28, 2019 | Chicago Elite (Chicago Elite)

Date: January 24, 2019 at 9:25 AM

To: joelanderson@chicagoelitevolleyball.com

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Dear: Joel Anderson

Your group's room block is confirmed for the 2019 Lakeshore Volleyfest AAU Super Regional | Sat Apr 27, 2019 - Sun Apr 28, 2019

Notify Your Group Members!

Send your group members a booking invitation allowing them to access the room block and book a reservation [here](#).

[Group Booking Website Link](#)

Group Access Code: 94072

Please do not to call the hotel directly to book, make changes, or cancel your reservation. Hotel agents will not be able to assist your group members.

Group Reservation Deadline

You will have until Thu Mar 21, 2019 to book your room(s). After this deadline, any rooms that are not reserved will be released. Rooms are subject to availability and prevailing rates after the group reservation deadline.

Room Block Summary

Chicago Elite (Age/Division: Chicago Elite)
Embassy Suites Grand Rapids Downtown
710 Monroe Ave NW, Grand Rapids, MI 49503
Apr 26, 2019 2 Queen Beds w/Sofabed - 30 Rooms Blocked (\$199.00 per room night) Booking Deposit per night: (\$12.00)
Apr 27, 2019 2 Queen Beds w/Sofabed - 30 Rooms Blocked (\$199.00 per room night) Booking Deposit per night: (\$12.00)

The booking deposit is charged at the time a reservation is booked. It is deducted from the total room rate and is not an additional charge.

Hotel Policies

Individual Hotel Cancellation Policy for Group Members: 48 Hours prior to schedule arrival date.

Group Cancellation Policy: 30 Days prior to scheduled arrival date. Groups cancelling their room block on or after the group cancellation policy deadline are **subject to being charged a minimum of one room night plus tax by the hotel.**

Room Block Disclaimer - Right to Reduce Room Block

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The room block you have secured with Pse is considered a courtesy room block. Pse maintains the right to evaluate your room block and reduce the number of rooms in the room block at any time. We evaluate all group blocks for the event periodically and may reduce the number of rooms in your room block for one of the following reasons, but not limited to:

1. Low room pickup within the room block
2. High demand for rooms from other groups
3. Zero rooms booked
4. Booking multiple room blocks at different hotels

Complimentary rooms: Guests who "may" receive a complimentary room from their hotel, will still be responsible, if applicable, for paying the booking deposit charged by tournamenthotels.com / Pse Event Housing which would have occurred at the time the reservation was booked. (booking deposits will not be refunded for complimentary rooms).

Customer Support

Fastest service option - quick support and/or live chat, click on the link below.

<https://pseeventhousing.freshdesk.com/support/tickets/new>

Phone Support: 888-417-6446 (9-6pm M-F, 9-1pm Sat EST)

Pse Event Housing

