HIMSS
GLOBAL HEALTH CONFERENCE & EXHIBITION
OFFICIAL VENDOR

OFFICIAL ONPEAK HOTELS

Hotel Reservation Payment Guarantee Process

A one-night room and tax deposit per reservation is required to secure your reservations.
The deposit is two nights at Hyatt Regency McCormick Place, Marriott Marquis Chicago and Hilton Triplex McCormick.

Based on your corporate level, you will receive a confirmation email from onPeak outlined below. In order to confirm your reservation(s) you must provide a credit card as a form of payment guarantee. From the time the confirmation is sent, based on the schedule below, you will have one week to supply credit card information. Failure to do so will result in cancellation of your hotel room block.

Payment Policy

The room and tax per reservation deposit is non-refundable as of February 17, 2027 at 4 PM CST. Credit cards will not be charged until final cut-off, by the hotel(s). You have two options for submitting a deposit payment:

1. After securing your block within one week, you will be able to adjust payment to individual credit cards should you choose through the online portal until February 17, 2027. Please note that the card on file as of January 21, 2026 will be charged by the hotel for the non-refundable payment of one (or two) night room and tax per reservation and will not be refunded should the credit card be changed after this date.

2. After securing your block within one week, if you wish to send a check, wire transfer, or money order, for the payment (made payable to onPeak) you can follow up with this form of payment by February 10, 2027. After this date, only credit card payments will be accepted.

3. As a courtesy, the Company is allowed to release up to 10% of the total Group Room Block Nights held as of February 17, 2027, without penalty. **After this date, cancellations will result in the deposit being retained and any reductions in length of stay greater than 10% apply to the following attrition policy.** At the end of the Event if the Company's Total Room Night utilization is less than 90% of the **Total Room Nights Reserved (as of February 17, 2027**) in the Group Room Block, Group agrees to pay Informa an amount equal to the **difference** between 90% of the Total Room Nights reserved in the Group Room Block and the actual number of Room Nights utilized by Company multiplied by the Confirmed Rate per night.

To ensure this process is as smooth as possible for you, below are a few FAQ's to help clarify the process.
Is there anything I should do right now?

- Obtain or designate the credit card you will use to hold your reservations (it won't be charged now).
- On the date corresponding to your corporate membership level, you will receive an email from onPeak with a link to supply your credit card online.
- You will have one week (168 hours) from the time the confirmation email is sent to complete the process.
- Should you not provide a credit card by the end of the one week period, your hotel reservations will be cancelled.

Corporate Member Level	Payment Required Confirmation Sent	Payment Deadline
Premier/Anchor/Diamond	Wednesday July 8, 2026	Wednesday July 15, 2026
Emerald	Wednesday, August 12, 2026	Wednesday, August 19, 2026
Gold	Wednesday, September 30, 2026	Wednesday, October 7, 2026

*Please refer to your confirmation for specific deadline details and timing. **Dates & polices are subject to change