



OCTOBER 1–5, 2017
SAN FRANCISCO

Housing FAQs

- Q: How can I add a hotel reservation to my registration or make changes to my existing hotel reservation?**
- A:** You can book or modify an existing reservation within the Housing section of [My Account](#). Be sure to have your Oracle.com account login details available. Please contact the Oracle OpenWorld or JavaOne help desk for any additional assistance (contact information below). You must be a registered full-conference attendee of Oracle OpenWorld and/or JavaOne to book your stay via My Account.
- Q: When is the last date the Oracle OpenWorld and JavaOne housing team guarantees rooms at discounted conference rates?**
- A:** Discounted room rates will be offered, based on hotel availability, until August 31, 2017. After this date, rates will be determined by the hotel.
- Q: If I have to cancel my reservation or depart earlier, what is the policy?**
- A:** Cancellations must be made no less than 72 hours prior to your arrival. Failure to do so will incur a penalty equal to one night's room and tax. **If you need to shorten your hotel stay, please do so before August 31, 2017, after this date some hotels may charge you a penalty if you cancel some of the nights from your hotel booking. If you shorten your hotel departure date once you check in, the hotel's standard early departure fees may apply.**
- Q: What if I do not check in on my scheduled arrival date?**
- A:** If you do not arrive on your scheduled arrival date, the hotel will cancel your entire reservation and can opt not to reinstate your reservation, even if you arrive the next day. You will also be charged the penalty of one night's room and tax regardless of whether the hotel opts to reinstate your reservation or not.
- Q: If I am not ready to register for Oracle OpenWorld and/or JavaOne but would like to book my hotel, can I do so?**
- A:** No. In order to take advantage of the discounted room rates that Oracle is offering, you must be registered for Oracle OpenWorld and/or JavaOne.
- Q: Will I need to provide a credit card to book my room?**
- A:** Yes, a credit card will need to be entered during the reservation process to make any reservations within the Oracle OpenWorld and/or JavaOne housing block.
- Q: Can I use the same credit card I provided when making my reservation as a guarantee of payment to the hotel at check-in?**
- A:** Yes, however if the credit card used as a guarantee for your hotel reservation is not in your name, the cardholder must be present at check-in or a faxed credit card authorization form must be set up with the hotel prior to your arrival.
- Q: Can I contact the hotel directly to make a hotel reservation or changes to my existing reservation at the Oracle OpenWorld and JavaOne discounted rates?**
- A:** **Prior to August 31, 2017**, all new reservations and changes **must** be made through the Oracle OpenWorld and JavaOne housing team (contact information below) in order to obtain Oracle OpenWorld and JavaOne discounted rates.

Q: Will I receive a hotel confirmation number?

A: All reservations made within the Oracle OpenWorld and JavaOne housing block will be confirmed via a separate hotel e-mail confirmation. This e-mail will not include the hotel's confirmation number. If you would like to obtain that number, please contact the hotel directly after you have received our final confirmation e-mail approximately two weeks before the event.

Q: How can I find out where my hotel is located?

A: To find the location of your hotel, view the [interactive map](#).

Q: Where do I find shuttle-route information to get to and from my hotel and Moscone Center?

A: The shuttle schedule will be posted to the Oracle OpenWorld and JavaOne transportation page closer to the event.

Q: If I enter special requests on my hotel reservation are they guaranteed?

A: Although hotels do their best to accommodate all special requests, they are not guaranteed.

Government Rate Terms and Conditions

Attendees who have booked hotel reservations at the government rate through the Oracle OpenWorld and JavaOne housing team must present proper **US or Canadian government ID** at hotel check-in. It is at the hotel's discretion to change your rate to the standard conference rate should the hotel decide proper identification has not been provided. Please note that only US and Canadian government employees are eligible for the government hotel rate.

Note: the [prevailing government per diem](#) for the City of San Francisco is **US\$267.00 FY17**.

Q: Are government rates available at every conference hotel?

A: No. Only select hotels offer discounted rooms at the government rate. Please enter the hotel booking code **GOVRATE17** in the hotel booking code field during the hotel selection process to check availability for discounted rooms at the government rate.

Q: If the government rate sells out, what are my options?

A: When the rooms at the government rate sell out, you should check availability for rooms at the standard conference rate. Some standard conference rates are lower than the government per diem.

Q: What if when I check in, the hotel does not have my reservation booked at the government rate?

A: If you have been confirmed at the government rate and the hotel booked your reservation at the standard conference rate, contact the Oracle OpenWorld and JavaOne help desk (contact information below) or visit to the housing desk in Moscone West for assistance. Do not check out of your hotel until we have helped you resolve the issue.

Questions?

If you have any further questions, contact the Oracle OpenWorld or JavaOne help desks Monday through Friday, 6:00 a.m. to 6:00 p.m. PT.

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