



Housing Reservations FAQ for Team Parents and Small Clubs

I am a team parent, how do I make 1-9 reservations for my team?

1. Go to the website: <https://resweb.passkey.com/go/JVA2012>
2. To get started, choose a guest type. Choose "Attendee"
3. Select the Check-In date and the Check-Out date
4. Select the number of rooms that you will be needing
5. Click "Search"
6. Select the Hotel of your choice
7. Select the Room Type that is available
8. Click "Book"
9. You will then enter all information needed to book the reservation. You will need to put your credit card on all the reservations at this time.
10. After the reservation has been made, you will automatically receive a separate acknowledgement for each reservation made.
11. Distribute these acknowledgment numbers to the individuals who will be using those rooms, along with the information below on how to modify a reservation. This will allow them to go back and "modify" the reservation, including putting their own credit card on the reservation. NOTE: they will only see the last 4 digits of your credit card number. I would suggest giving your parents a date to this. After that date (before 2/27) you can go in and cancel any rooms still under your credit card that you do not need.

How do I modify my reservation online?

To modify or cancel your existing reservation, please do the following:

12. Go to the website: <https://resweb.passkey.com/go/JVA2012>
13. Click "Already Have a Reservation"
14. Enter the acknowledgment number and corresponding last name as it appears on the reservation
15. Click "Show Reservation"
16. The system will pull up the reservation and on the left hand side click "Change Reservation"
17. You will then be able to change the name, billing address, credit card information, etc.

I am making 10 or more reservations for my team or club, and would like an easier way to manage these.

Please email jva@conferencedirect.com. The Housing Bureau will send you a rooming list to complete and return with all details. The Housing Bureau will upload your reservations for you, and send all acknowledgments to you via email.