



### **HOTEL BOOKING LINK FAQs:**

- The booking link is directly connected to the conference group block & room rate contracted with the hotel
- The link is set to automatically expire 30 days prior to group arrival dates
- Delegates will be able to manage their bookings online up until 30 days prior to arrival
- Any amendments/cancellations after this will not be allowed and subject to cancellation penalties equal to full booking amount
- All delegates will require to provide credit cards to guarantee reservations, these will not be charged at the time of booking
- Hotel will contact delegates for full pre-payment 30 days prior to arrival
- Delegates will provide AUD 100.00 per night incidentals deposit at check-in
- To arrange any special requests and for any issues with booking online, delegates can contact Group Reservations at the hotel by emailing – [events.ppmel@panpacific.com](mailto:events.ppmel@panpacific.com) or calling +61 3 9027 2021 during business hours
- Buffet breakfast will be available to all conference guests at the contracted rate, no pre-booking is required for the same