



59TH ANNUAL MEETING | September 11-14, 2024

WWW.SRS.ORG/AM24

BARCELONA *Spain*

HOUSING – BNETWORK FAQ'S

I am not familiar with the city. Could you provide me some accommodation proposals according to my needs?

Of course, our team can help you! We have been servicing most of the congress and exhibition leaders in Europe. Should you need a personalized offer, please contact us by email at srshotels@bnetwork.com providing the following information: number of rooms, dates, budget, hotel category and preferred location. However, as the website being live and refreshed in real time, we strongly advise you to book online directly to speed the process and book your preferred option.

My hotel preference is no longer available, and I would like to be placed on the waiting list, is it possible?

Due to the high volume of demands for the event period, we are not in position to record all preferences on a waiting list since availability is constantly changing. However, we invite you to visit our website to find a satisfactory alternative. You can also contact us directly at any time for any further assistance.

Am I required to make a payment to secure my booking?

Yes, a deposit payment is mandatory for all hotels and no reservation will be confirmed without deposit receipt. Please refer to the booking terms and conditions for more information.

Can I pay for my stay in advance?

Yes. If you want to make the whole reservation in advance, you can choose the payment method "Full Prepayment".

How far is my hotel from the venue?

In the hotel page description on our website, you can find the indications of how to reach the event venue from your hotel and the estimated time needed by taxi and public transportation (if any). You can also consult the live map on our website, visible on every page, that permits you to locate your hotel and the venue.

What is included in the rate?

All rates include the VAT. Some hotels offer package rates including breakfast, this will be mentioned in the hotel page description, for each room type.

Can I get a discount if I do not want the breakfast which is included in my rate?

There is no possibility of having a discount if breakfast is not needed, as rates are negotiated in advance, as "packages".

What is the difference between a single room, a double room and a twin room?

A single room has one large bed for single use (1 person).

A double room has one large bed for double use (2 persons).

A twin room has 2 separate single beds for double use. If you would like to have separate beds, you will need to make your reservation under twin category.

I require an early check-in. Is it possible?

An early check-in can be requested to the hotel but cannot be guaranteed as depending on the hotel availability on the night before your arrival.

Should you wish to make sure to have an early check-in, you will need to book and pay the previous

night. Please make sure we are informed of this so that we can make the hotel aware of your early arrival.

How do I know my reservation is confirmed?

You will receive an email with the hotel confirmation which includes: guest details, dates, deposit paid and remaining balance left to pay (if any). You can also access your confirmation and modify your reservation online by clicking on My Account button.

Can I transfer my reservation to someone else within my company?

Yes. Name changes are without restrictions at any time.

I need to cancel my booking, is it possible?

Yes, you can cancel your booking anytime, cancellation fees may apply depending on the date of cancellation. For further details on cancellation fees/administrative fees please refer to the cancellation policy.

I contacted the hotel and they do not have my reservation. How can I make sure it is confirmed?

Please note the hotel does not have access to the rooming list until a few days prior to the event. Hotels have a general room block made under b network who acts as the official accommodation provider for the event. If you have received a hotel confirmation from bnetwork, your reservation is confirmed.

I need an invoice for my reservation. How can I get it?

Please note that final invoices will be issued by the hotel upon check-out. If required, we can provide you with a deposit receipt.

When and where can I register to the congress?

Being the official accommodation agency for the event, we are in charge of accommodation and we do not manage the registration for the event. For further registration details, we kindly suggest you visit the official event's website.

For any further queries do not hesitate to contact us at srshotels@bnetwork.com