

NABC Hotel Cancellation Policy

A nonrefundable cancellation fee for NABC hotels will be implemented beginning Sept. 25, 2017. This is to discourage players from making reservations, then canceling them at the last minute. Late cancellations prevent other players from reserving those rooms.

If you currently have a reservation at the Manchester Grand Hyatt or Embassy Suites by Hilton San Diego Bay, your credit card will be charged on Sept. 25 for one room night. This nonrefundable fee will be applied to your hotel stay if you do not cancel. If you make a reservation on or after Sept. 25 at one of the San Diego NABC hotels, you will be charged the cost of one room night, which is applied to your hotel stay if you do not cancel.

This fee is separate from any cancellation charges that may be imposed by the hotel.

This policy change is part of an attempt to improve room availability at NABCs. If it improves availability in San Diego, it may be expanded for upcoming NABCs. We welcome feedback on this policy. Email nabc@acbl.org.

FAQ

1. What happens if a player reserves for six nights and stays for only four nights? What if you use your reservation but need to come later?

If you change your dates prior to the NABC event, no ACBL cancellation fee will be charged. The hotels, however, may charge cancellation fees and/or early departure fees.

2. What if someone reserves multiple rooms and cancels?

The cancellation fee applies to each room reservation.

3. Does the cancellation fee include taxes or only the base rate?

The cancellation fee is the base room rate before tax. For example, if a room is quoted at \$149 per night plus tax, and you book five nights, the cancellation fee is \$149.

4. If you make a reservation at one of the hotels and have to cancel on Sept. 30 or Oct. 15, are you still charged for one night's stay?

Yes. The cancellation policy goes into effect Sept. 25, so any reservation made on or after that date will incur a one-night room charge.

5. How can the ACBL impose or change its cancellation policy after the fact? Because the reservation is with the hotel, how is the ACBL now moving into imposing a fee?

Every person who has a reservation at either the Hyatt or Embassy Suites has been notified of the new policy. We believe this policy is fair and feasible given almost five weeks advance notice to players who currently have reservations for San Diego.

The ACBL accepts responsibility for paying for a room block when contracting with a hotel for an NABC, and it is through this contract that players make reservations. Late cancellations put the ACBL at financial risk because the rooms cannot be filled.

6. Who gets to keep the nonrefundable first night deposit if the room is cancelled?

The ACBL. This policy is not intended to generate revenue, but a) to improve room availability at NABCs and b) to protect the ACBL from the financial risk incurred when rooms are cancelled late and remain resold.

7. Will refunds be given for legitimate emergency cancellations?

Because we are only charging a one-day fee, we do not anticipate granting any exceptions to this policy. Of course, we are human beings, and we will try to be sympathetic and understanding if some special situation occurs.

8. How many rooms are available and how is the number arrived at?

In San Diego, we have approximately 1400 rooms for each of the peak nights. The block size is based on attendance and NABC reservation history and current trend.

9. Will there be a wait list for rooms should they become available?

A wait list will be provided as necessary.

10. Does this only apply to reservations made thru ACBL or the ACBL housing bureau?

The NABC cancellation policy applies only to reservations made through the ACBL or On Peak, ACBL's housing bureau. This fee is separate and apart from the cancellation fees and early departure fees that the hotels charge.

11. My partner does not want to give up her room reservation at the Embassy Suites until she gets a room at the Hyatt. If she does this after Sept. 25, will she be charged a cancellation fee for cancelling at the Embassy Suites? Will the fee be credited to her room at the Hyatt?

Your partner's credit card will be charged a nonrefundable cancellation fee on Sept. 25. It is not transferable.

12. Is ACBL allowed to change the cancellation clause after reservations have been made?

Yes, it is a business decision and ample time is provided to cancel reservations.