

# TANDEM MEETINGS

Transplantation & Cellular Therapy Meetings  
of ASTCT® and CIBMTR®

February 12-15, 2025 | Hawai'i Convention Center, Honolulu, HI

## 2025 Tandem Meetings Housing FAQs

In partnership with our Housing Bureau, onPeak, the Tandem Meetings have secured discounted rates on hotel rooms available until February 4, 2025, or until the room block is filled. Through onPeak, the Tandem Meetings can offer you the most convenient and affordable option for your trip to Hawaii.

onPeak is the only official housing bureau of the 2025 Tandem Meeting.



For housing questions and assistance, you may contact onPeak via email at [TandemHousing@onpeaksupport.com](mailto:TandemHousing@onpeaksupport.com).

### I. Official hotels

#### What are the official hotels of the 2025 tandem meetings?

Hotel room rates are subject to availability. Rates listed are single standard room type rates and do not include applicable taxes and fees.

Ala Moana Hotel by Mantra	\$219	Ramada Plaza by Wyndham Waikiki	\$179
Courtyard by Marriott Waikiki Beach	\$220	Renaissance Honolulu Hotel & Spa	\$324
Hilton Hawaiian Village Waikiki Beach Resort	\$299	Romer Waikiki at the Ambassador	\$220
Holiday Inn Express Waikiki, an IHG Hotel	\$240	Sheraton Princess Kaiulani	\$230
Moana Surfrider, Westin Resort & Spa	\$410	Sheraton Waikiki Beach Resort	\$355
Prince Waikiki	\$295	The Royal Hawaiian, Luxury Collection	\$352

## **Why should I book with onPeak instead of directly with the hotel?**

By making your reservation within the Tandem Meetings official housing block, you are supporting the Tandem Meetings and ensuring lower overall costs such as registration and convention center fees. Personally, you benefit by receiving the lowest rate for your room(s) as well as added services and incentives only available to those who book through onPeak.



Please be advised that onPeak is the only official hotel provider associated with the 2025 Tandem Meetings.

## **Shouldn't I just book my hotel through my company's travel provider?**

Booking with anyone other than onPeak does not allow you access to the official, discounted rates negotiated specifically for the Tandem Meetings. You will also miss out on the reservation flexibility and other benefits that come with booking in the Tandem Meetings official hotel block. If your company mandates that you use your corporate travel arm or another company to book your hotel/travel, it's worth asking your travel manager to book through onPeak to receive the benefits of the Tandem Meetings official hotel block. We're happy to work with them, too!

## **II. Making reservations**

### **How do I make a hotel reservation?**

When you're ready to book, simply click your hotel of choice, click your check-in date and your check-out date and you will be able to edit the number of rooms you need each night.

### **What if my dates are not available online?**

If you want to extend your stay over dates not available online, please contact the Tandem Meetings Housing Bureau at [TandemHousing@onpeaksupport.com](mailto:TandemHousing@onpeaksupport.com).

### **When will my waitlisted night be confirmed?**

Please note that a valid reservation is required within the Tandem Meetings block to waitlist for another hotel. Once your preferred hotel is available onPeak will transfer your reservation as quickly as possible. You will receive an updated acknowledgement email when your reservation is confirmed at your desired hotel. Please submit your waitlist request here.

### **Can I book rooms at a government rate or other special rate?**

Government-rated rooms are available at select hotels. Please be aware that Hawaii is not included among the 48 contiguous U.S. states. As a result, government rates for

accommodations in Hawaii are set on a monthly basis, rather than annually. The rate you book is subject to change and will not be finalized until the month of the Tandem Meetings. For more questions, please contact the Tandem Meetings Housing Bureau at [TandemHousing@onpeaksupport.com](mailto:TandemHousing@onpeaksupport.com).

### **How can I book a suite or request an upgrade?**

Suites and upgrades are based on availability and are at the discretion of the show manager. For options regarding suites or upgrades, please contact the Tandem Meetings Housing Bureau at [TandemHousing@onpeaksupport.com](mailto:TandemHousing@onpeaksupport.com).

### **When will my credit card be charged?**

Your credit card will be held as a form of guarantee only and will not be charged unless the reservation is cancelled as outlined in the below Cancellation Policy. All guests must provide a credit card at check in for their room, tax, and incidentals. Please note, if you are using a debit card, the hotel may authorize your debit card for an additional amount until your stay is complete.

### **What's the difference between a double occupancy room and a room with 2 beds in it?**

The types of hotel rooms and rates we offer are generally determined by the hotel. Some hotels determine rates by the size/type of room, and some hotels determine the rate by how many people are staying in the room. Double occupancy is defined as 2 people sharing a room and does not necessarily mean that 2 beds will be in the room. If you wish to have 2 beds in your room, you can make that request during the booking process.

### **How do I make a special request? (i.e., two beds, non-smoking, high floor, etc.)**

You may add your request to your reservation online. Please note, special requests are not guaranteed. The hotel will make its best effort to accommodate room type and special requests.

### **Am I able to get hotel points when I book that property through onPeak?**

Yes, you can earn rewards points with your preferred hotel chain when booking in the official hotel block—simply enter your rewards or frequent guest number when booking through our online system. When we transfer your reservation details to the hotel approximately 2 weeks prior to the Tandem Meetings, your frequent guest number will be included with your information, and you will receive your points.

## **III. Existing reservations**

### **How do I modify or cancel my hotel reservation?**

Please make all hotel changes, including cancellations, online at 2025 Tandem Meetings - Modify. Changes can be made online through Tuesday, February 4, 2025. After February 4, 2025, you will need to contact your hotel directly.

### **What if I called my hotel and they have no record of my reservation?**

Not to worry. Your reservation details are not transferred from onPeak's system to the hotel's system until approximately 2 weeks prior to the Tandem Meetings. Until that time, you just need to work with onPeak to manage your hotel reservation. Please consult your confirmation for the link to log in to your reservation, the schedule for when reservations are transferred to the hotel, and the hotel's direct phone number. If you need further assistance, just contact us using the form below.

### **What is the cancellation policy?**

For all hotels with exceptions noted below, reservations cancelled on or after Friday, January 3, 2025, will be subject to a 1 night's room and tax cancellation fee. This fee will be charged at the time of cancellation and will appear on your credit card statement. After Tuesday, February 4, 2025, cancellation will be charged by the hotel.

*\*For the Hilton Hawaiian Village Waikiki Beach Resort, Reservations cancelled on or after Friday, January 3, 2025, until Tuesday, January 28, 2025, will be subject to a 1 night's room and tax cancellation fee. This fee will be charged at the time of cancellation and will appear on your credit card statement. Cancellations made after Tuesday, January 28, 2025, are subject to a 2 night's room and tax cancellation fee charged by the hotel.*

*\*For the Ala Moana Hotel by Mantra, Reservations cancelled on or after Friday, January 3, 2025, until February 4, 2025, will be subject to a 1 night's room and tax cancellation fee. This fee will be charged at the time of cancellation and will appear on your credit card statement.*

Cancellations made after February 4, 2025, are subject to a 2 night's room and tax cancellation fee charged by the hotel.

### **Who can I contact about my hotel reservation?**

Please contact the Tandem Meetings Housing Bureau at [TandemHousing@onpeaksupport.com](mailto:TandemHousing@onpeaksupport.com).