



IAS 2023



IAS 2023: Terms and conditions for accommodation

These terms and conditions are valid for every person or group booking accommodation for IAS 2023, the 12th IAS Conference on HIV Science, which takes place in Brisbane, Australia, and virtually from 23 to 26 July 2023.

A group booking applies only to accommodation bookings of 15 rooms or more. The company or organization requesting a group booking must nominate one group manager who will administer the booking. The group manager is duly authorized to accept the present terms and conditions for groups on behalf of group members. It is the sole responsibility of the group manager to distribute all relevant information, including these terms and conditions, to the group members.

Booking procedure for individuals

Accommodation booking

You can book accommodation by completing the online booking form. Only fully completed accommodation booking forms will be accepted.

Payment methods and credit card guarantee

For a reservation to be confirmed, credit card details must be provided via the online booking form at the time of booking. This is a guarantee only for the reservation; no payment is taken at this time. The hotel may charge a one-night stay to the credit card provided up to 45 days before arrival. The balance then needs to be paid directly to the hotel during the stay. Some hotels will not charge a deposit prior to arrival; instead, they will charge the full amount during your stay.

Credit card details are collected securely via an online link and shared with the hotel via a secure link with only the card's last four digits visible. A transaction ID is assigned to each card guarantee.

If a reservation is cancelled, if applicable, the credit card provided as the guarantee will be charged in line with the cancellation policy – whether for one night of the reservation or the full stay.

If you are unable to provide a credit card guarantee and prefer to pay by bank transfer, full pre-payment of your booking must be made to guarantee your reservation. Simply contact the IAS 2023 Accommodation team (accommodation@ias2023.org) to arrange this.



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Booking procedure for groups

Group accommodation booking

Group bookings are available for organizations wishing to book 15 or more rooms. Accommodation is booked by completing the online group booking form.

Payment methods and credit card guarantee

For a reservation to be confirmed, credit card details must be provided at the time of booking.

Credit card details are collected securely via an online link and shared with the hotel via a secure link with only the card's last four digits visible. A transaction ID is assigned to each card guarantee.

If credit card is selected as the payment method when reserving the group block, the hotel will charge the total amount due to the credit card provided as the guarantee 30-45 days before the first check-in date, based on the submitted rooming list.

If you prefer to pay by bank transfer, please contact the IAS 2023 Accommodation team to make arrangements. A credit card guarantee will still be required at the time of booking, but the total amount due will be invoiced 45 days before the first check-in date, with payment due within 10 days. Alternatively, if you prefer not to provide a credit card guarantee, full payment can be made at the time of booking.

Rooming list

Your rooming list, including all required data for each group member (first name, last name, email address), must reach the IAS 2023 Accommodation team by **8 June 2023**. The IAS 2023 Accommodation team will share a rooming list template via email once a booking is made.

At all times, any changes to your rooming list must be communicated to the IAS 2023 Accommodation team only, not directly to the hotel.

For all bookings (individual and group)

Changes to bookings

Any required changes to your booking must be requested by contacting the IAS 2023 Accommodation team by email at least 45 days before your arrival for no charges to apply. No fees for name changes will apply at any time, provided the booking dates remain the same.

Late bookings

New bookings submitted within 30 days of arrival at the hotel will be subject to hotel availability, and a rate increase might apply. At the time of booking, the entire stay will be charged. It is recommended that you book early to avoid disappointment.



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Cancellation policy

For cancellations made at least 45 days before arrival, no charges apply. If there is any reduction in room nights within 45 days of arrival, nights will be charged at the discretion of the hotel; this applies to one night up to the entire booked stay. All cancellations of a reservation must be made in writing to the IAS 2023 Accommodation team.

If you check out before the confirmed departure date, the hotel reserves the right to charge you for all nights confirmed.

Any applicable refunds are processed by the hotel within a timescale at the discretion of the hotel.

Non-arrival/no show

In the event of a non-arrival, your room will be held until the following morning (11:00). A 100% cancellation fee for all nights booked will apply and the hotel will charge this to the credit card guarantee provided at the time of booking.

Check-in procedure

- **Credit card:**
 - As per standard hotel policies and procedures, delegates will be required to provide credit card details upon check-in.
 - The hotel will place a pre-authorization on the credit card. The amount is at the discretion of the hotel and can vary between AUD 5 and AUD 200, depending on the hotel. This is to cover incidentals (such as room service, mini bar and movie rental) or damages to the room. Please enquire with your hotel during check-in about the amount that will be placed on the card. Any money the hotel is still holding on your credit card once you have settled your account will be released when you check out.
 - If you settle your accommodation account and/or incidentals by cash, you will still be asked to provide your credit card for guarantee at the time of check-in. Alternatively, if applicable, you will be asked to pre-pay for your room in full when you check in, plus a cash deposit to cover incidentals that may be incurred during your stay. If you do not utilize any incidentals during your stay, the hotel will refund the cash deposit, for incidentals only, upon check-out.
- **Check-in and check-out times:**
 - Check-in time for most hotels is 15:00 and check-out time is 10:00. Please check before your arrival about the correct check-in time for your confirmed hotel. If you wish to guarantee your check-in before 15:00, you will need to pre-book and pay for the previous night. If you wish to guarantee a late check-out, you will need to book for the next night.
 - These additional nights can be booked when you make your reservation. Alternatively, if you have already made your booking, you can request the additional nights by emailing the IAS 2023 Accommodation team.
- **Late arrivals:** If you are going to arrive at your hotel after 18:00, please indicate this when you book your room or notify the IAS 2023 Accommodation team by email.



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Room rates

- All prices are in Australian dollars (AUD) and include any applicable tax.
- Please be mindful of the conversion rate if a credit card transaction or bank transfer is made from a currency other than Australian dollars.
- Please check with your own bank about any bank charges that may apply when making payment. The transmitter has to cover any applicable bank transfer costs.
- Prices are listed as follows:
 - Room-only rates do not include breakfast.
 - Room and breakfast rates include breakfast.
- Rates may increase without prior notice due to changes in government charges, taxes or levies.

Other

- Bed configurations:
 - Hotel rooms
 - Single (SGL): A single-occupancy room with one bed
 - Double (DBL): A double-occupancy room with one bed
 - Twin (TWN): A double-occupancy room with two beds
 - Apartments
 - Studio room: A room with either one queen bed or two single beds with a combined bedroom and living area
 - 1-bedroom apartment: An apartment with one queen bed
 - 2-bedroom apartment: An apartment with one queen and two single beds
- Please note that bed configurations are subject to hotel availability.
- Rooms that are accessible for people with disabilities may be available on request.
- Cots are available on request at an additional cost.