



## HOTEL POACHER / PIRATE ALERT

### **Warning! Important Notice Regarding Hotel Reservations**

**onPeak is the *only* official hotel provider for ISSA Show North America.**

ISSA has received reports that other companies are posing as official hotel vendors. These unauthorized housing companies (also known as hotel “poachers”) have been contacting ISSA members offering cheaper rates at hotels in the ISSA Show North America room block. This practice, also known as “room pirating,” is a scam that all convention attendees should be aware of in order to avoid passing along personal and financial information.

How hotel poachers book rooms and attempt to get your money:

Hotel poachers will claim to be an ISSA Show “partner” or the “official housing company,” and they often represent themselves as being affiliated with the show through their unauthorized use of ISSA trademarks. Hotel poachers may require that rooms be fully prepaid, that charges are non-refundable or subject to steep change fees, and that room types may not be guaranteed.

Room poachers often don’t deliver on promises to attendees. When guests arrive, the reservations are often non-existent, or the hotels are far from the event location. Sometimes, hefty cancellation charges are billed to your credit card or the vendor has gone out of business after taking reservations, resulting in lost deposits.

How to avoid hotel poachers:

The one and only official hotel provider of ISSA Show North America is onPeak.

Reserve your hotel within the ISSA room block through onPeak using [this link](#) or by calling onPeak directly at (866) 575 4149 Toll-Free. Hotel reservations made through any company other than onPeak are at the exclusive risk of the individual.

If other companies contact you for hotel/travel bookings, they are not endorsed by ISSA or ISSA Show North America and they are NOT authorized to sell guest rooms for the event. If you are ever unsure whether or not a company is legitimate, [contact us](#) first before providing your personal information, company information, or any financial information. Scammers and poachers will call and email relentlessly. The official hotel reservation office will respect your time and reach out to you sparingly. The relationship with guests is very important to them as well as with the organization they are working with.

Trust your instincts and the old adage: If it sounds too good to be true then it most likely is.

### Why book through ISSA's room block?

Years in advance of each annual meeting, ISSA negotiates contracts with hotels to include clauses to protect our attendees should the hotel oversell the rooms, or any other issues arise with reservations.

ISSA Show North America can only guarantee hotel room rates and availability during the show dates for reservations made through onPeak, the official hotel provider. Rooms reserved outside of the ISSA block do not have official contracts with ISSA; therefore, we are unable to help if any issues arise. Additionally, ISSA's contracts with hotels guarantee the lowest rates for attendees over the ISSA Show dates.