

## EMBA EARLY ARRIVALS, ROOM REQUESTS, CHARGES

October 31, 2009

### Request Process:

It is important that you know what night your scheduled bedroom reservation will begin (what night you check in), and what day you check out. Please see below for the standard guest room schedule for each program. Please contact the EMP office if you have questions regarding these schedules.

- SEPTEMBER NORTH AMERICAN PROGRAM
  - A Friday and Saturday night stay will be reserved for you on class weekends.
- JANUARY NORTH AMERICAN PROGRAM
  - A Friday night stay will be reserved for you on class weekends – you also have the option of staying on Thursday night (based on availability) or Saturday night. To stay on Thursday night you must make an “Early Arrival Request” (Please see FAQ section on reverse side)
- LIVE IN WEEKS
  - The nights of your live in will correspond to your live in schedule. Details will be sent accordingly from the EMP office for those time periods.

If you would like to request a room beyond the nights that are regularly scheduled for your program, please e-mail the Front Desk at [fdm@kellogg.northwestern.edu](mailto:fdm@kellogg.northwestern.edu) or call 847-864-9270.

### Cancellation procedure

In the event that your room is confirmed/guaranteed, and you need to cancel, you must cancel before 6pm on the arrival night. You should receive a confirmation of your cancellation, either by email, or by a cancellation code you receive over the phone.

If you are a no-show or fail to cancel a night where you previously reserved and confirmed an early arrival, you will be charged \$80. If your program allows a Thursday night or Saturday night stay (i.e. January North American program) and you are a no show/no cancellation, the reservation will be viewed as if you did stay on Thursday and therefore you would be charged for Saturday night if you decided to stay until Sunday.

*Please understand that the cancellation procedure is not meant to be punitive. By reserving and not using your room, you are taking a room away from one of your classmates, and this policy will be enforced IN FAIRNESS OF YOUR COLLEAGUES.*

### Room charges:

The standard charge of \$80 (a discounted rate) will apply **THE NIGHT BEFORE OR AFTER A SCHEDULED CLASS STAY.**

For example, a class may be scheduled to begin on Friday at 1pm and end on Sunday at Noon. This class visit would include a *SCHEDULED* room reservation arriving Friday and checking out on Sunday (two nights). In this scenario, an arrival on Thursday night would incur a rate of \$80. In kind, extending the reservation to include a Sunday night stay (departing on Monday) would also incur a rate of \$80.

Additional nights would be charged the regular rate (currently \$145)

Using the same example from above, an arrival on **Wednesday** night would incur a rate of \$145, and the Thursday night would be charged at the \$80 rate. In kind, extending the reservation to include a Sunday night stay and a **Monday night stay** (departing on Tuesday) would incur a charge of \$80 for Sunday and \$145 for Monday.

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### Frequently Asked Questions:

How do I arrange an early arrival?

EMAIL [fdm@kellogg.northwestern.edu](mailto:fdm@kellogg.northwestern.edu) no more than 2 weeks prior to your desired arrival date. You should receive an email either confirming your new arrival date or informing you that there are no rooms available. This email should also announce any applicable charge for the additional room night. **IF YOU DO NOT RECEIVE A RESPONSE, your room is not guaranteed.**

Can I have an early arrival room reserved for me every class visit?

We cannot guarantee a room on those nights for each visit. There are limited rooms available on Thursday nights due to non degree programs run by Kellogg at the Allen Center. The availability for these nights will fluctuate depending on enrollment, and we will maximize this enrollment by blocking these room nights until a week or two before the program runs. However, you can use the email request process to check availability and reserve a room for each visit.

Can I send one early arrival request for the entire year or two years?

We are unable to guarantee a request process of this nature. There are a few reasons for this. If we guaranteed the limited space available for those who would choose to set a standard long term request for each visit, we are unfairly blocking rooms from other classmates who will require early arrival nights on an as needed basis. Another complication can arise if a student sets a long term request and does not show up on the early arrival night. We would be holding a room while another classmate may be sent to an offsite hotel.

When is check in time on my arrival date?

Official check in time for the Allen Center is 11am. Our daily check out time is 10am we need some time in order to clean and inspect your room prior to check in. If we have rooms available before 11am we will be happy to check you in as early as 6am. **However, this early check in time is only based on availability and is not guaranteed. IF YOU REQUIRE AN EARLY ARRIVAL CHECK IN, YOU SHOULD EMAIL A REQUEST FOR US TO HOLD THE ROOM THURSDAY NIGHT.** This will be charged as an early arrival (\$80).

What if I arrive very late at night/early in the morning?

Early morning check ins impact the cost of managing the facility in the same way that a check in the previous night would, requiring housekeeping attention, breakfasts/breaks and general facility usage. **Prior to 6am, your room will be considered a stay for the previous night and charged in the same manner.** For example, if you have a room reserved for Friday and Saturday night and you wish to arrive and check in at the Allen Center on Friday at 2am, you would be charged the \$80 early arrival charge.

Are meals included in my Early Arrival charge?

Breakfast on Friday is included in the room charge, but dinner on Thursday night is not. If dinner is being served you are welcome to ask if there is availability, but there will be a \$40 dinner charge added to your room.