



## Rosen Shingle Creek: Policies and Payments

### **Room Assignments Form:**

All group leaders must provide the hotel with a room assignment list on or before **June 15<sup>th</sup> by 5pm**. If you fail to provide this list by **June 15<sup>th</sup> by 5pm** any rooms on hold will be released and will be subject to availability.

### **Payment Options:**

#### CREDIT CARDS:

- An online payment link will be provided **upon request** from [groupreservations@rosenhoteles.com](mailto:groupreservations@rosenhoteles.com)
- Five Days prior to arrival the credit cards provided will be authorized for one night for each room.
- If you would like to pay in full with a church credit card prior to arrival, this will expedite your check-in process.

#### CHECKS:

- Mail your check for one night's room and tax for each room and include all reservations #'s or your Hotel Reservations Form (only if you booked 10 or more rooms).
- Final payments must be submitted at least 10 days prior to your arrival to avoid delays in receiving payment.
- If you reserve rooms with a credit card, you can still pay in full with a church check.

### **Invoices:**

If you need an invoice, please email [groupreservations@rosenhoteles.com](mailto:groupreservations@rosenhoteles.com) and the hotel can provide one. You will need to include church name, each guest name and confirmation numbers in order to process this request.

### **Tax Exemption:**

In order to be exempt from taxes, you must provide your DR-14 Florida Tax Exemption Form with room list.

Payment must be received prior to arrival with either a company check or company credit card. The name on the check/credit card must match the name on the Tax Exemption Form or you will be required to pay taxes.

### **Cancelation Policy:**

Should you need to cancel any rooms you must do so 5 days prior to your arrival to avoid a one night penalty.