



ITS WORLD CONGRESS 2017

Montréal | OCTOBER 29 - NOVEMBER 2

<http://itsworldcongress2017.org/>

Beware Housing 'Pirates' and 'Poachers'!

We have been informed that registrants are being contacted by fax, e-mail, and phone with offers for cut-rate housing. The intent of these 'pirates' and 'poachers' is to convince you that the offer is made on behalf of Experient--the official ITS World Congress 2017 Housing Company--or that the soliciting company is a viable alternative to going through Experient. This is not true. **Housing for ITS World Congress 2017 is handled exclusively by Experient, a Maritz Travel Company. DON'T BE MISLED!**

How It Works

Room poaching is a practice carried out by third-party companies acting as travel agencies, wholesalers, or destination management companies to solicit registrants for room reservations.

The 'poacher' might inform registrants that the hotel room block is "sold out," and that if you do not book with them immediately, you may not get a room. Additional deceptive tactics include distributing forms or promotional materials that appear to be issued by ITS World Congress 2017.

- Room poachers make it more difficult for an event to meet its room block commitments, and exposes event vendors to penalties and increased room rates.
- Room poachers often don't deliver on their promises to customers. When customers arrive, reservations are non-existent or the hotels are not conveniently located. Sometimes the rooms have been cancelled and hefty cancellation fees have been placed on the customer's credit card.
- Poachers often represent themselves as being affiliated with ITS World Congress by illegally using the logo.

Questions

If you have any questions, please contact Experient at ITSA@experient-inc.com or, if in the U.S., call Customer Service toll free at 800-424-5249. International registrants please call 847-996-5829.

Official Registration Page for ITS World Congress 2017

<http://itsworldcongress2017.org/registration/>